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公共航空运输旅客服务管理规定

交通运输部令2021年第3号

《公共航空运输旅客服务管理规定》已于2021年2月24日经第4次部务会议通过，现予公布，自2021年9月1日起施行。

部 长

2021年3月3日

公共航空运输旅客服务管理规定

Administrative Provisions on Passenger Services in Public Air Transport

Decree [2021] No. 3 of the Ministry of Transport

The Administrative Provisions on Passenger Services in Public Air Transport, adopted at the 4th executive meeting of the Ministry of Transport on 24 February 2021, are hereby promulgated, effective 1 September 2021.

Minister of transport

March 3, 2021

Administrative Provisions on Passenger Services in Public Air Transport

第一章 总 则

第一条

为了加强公共航空运输旅客服务管理，保护旅客合法权益，维护航空运输秩序，根据《中华人民共和国民用航空法》《中华人民共和国消费者权益保护法》《中华人民共和国电子商务法》等法律、行政法规，制定本规定。

Chapter I General Provisions

Article 1

With a view to strengthening the administration of passenger services in public air transport, to protecting the legitimate rights and interests of passengers and to maintaining the order of air transport, these Provisions are enacted in accordance with the Civil

Aviation Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Rights and Interests of Consumers, the E-commerce Law of the People's Republic of China and other laws and administrative regulations.

第二条

依照中华人民共和国法律成立的承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者、航空信息企业从事公共航空运输旅客服务活动的，适用本规定。

外国承运人、港澳台地区承运人从事前款规定的活动，其航班始发地点或者经停地点在中华人民共和国境内（不含港澳台，下同）的，适用本规定。

Article 2

These Provisions shall apply to carriers, airport management agencies, ground service agents, airline sales agents, airline sales e-platform operators and aviation information enterprises established in accordance with the law of the People's Republic of China that engage in passenger services in public air transport.

These Provisions shall apply to foreign carriers and carriers from Hong Kong, Macao and Taiwan that engage in the activities as prescribed in the preceding paragraph, with the places of departure or stopover within the territory of the People's Republic of China (excluding Hong Kong, Macao and Taiwan, the same below).

第三条

中国民用航空局（以下简称民航局）负责对公共航空运输旅客服务实施统一监督管理。

中国民用航空地区管理局（以下简称民航地区管理局）负责对本辖区内的公共航空运输旅客服务实施监督管理。

Article 3

The Civil Aviation Administration of China (hereinafter referred to as the CAAC) is responsible for the unified supervision and administration of passenger services in public air transport.

A CAAC Regional Administration is responsible for the supervision and administration of passenger services in public air transport within its jurisdiction.

第四条

依照中华人民共和国法律成立的承运人、机场管理机构应当建立公共航空运

Article 4

Carriers and airport management agencies established in accordance with the law of the People's

输旅客服务质量管理体系，并确保管理体系持续有效运行。

Republic of China shall establish a quality management system for passenger services in public air transport and ensure the continuous and effective operation of the management system.

第五条

鼓励、支持承运人、机场管理机构制定高于本规定标准的服务承诺。

承运人、机场管理机构应当公布关于购票、乘机、安检等涉及旅客权益的重要信息，并接受社会监督。

Article 5

Carriers and airport management agencies are encouraged and supported to make service commitments that are higher than the standards prescribed in these Provisions.

Any carrier or airport management agencies shall publicize important information concerning passenger rights and interests, such as purchase of tickets, boarding and security check, and shall be subject to social supervision.

第二章 一般规定

Chapter II General Provisions

第六条

承运人应当根据本规定制定并公布运输总条件，细化相关旅客服务内容。

承运人的运输总条件不得与国家法律法规以及涉及民航管理的规章相关要求相抵触。

Article 6

Carriers shall, in accordance with these Provisions, formulate and publish general conditions of carriage and refine the relevant passenger services.

The general conditions of carriage shall not conflict with the relevant requirements of state laws and regulations, or of rules concerning civil aviation management.

第七条

承运人修改运输总条件的，应当标明生效日期。

修改后的运输总条件不得将限制旅客权利或者增加旅客义务的修改内容适用于修改前已购票的旅客，但是国家另有规定的除外。

Article 7

Where a carrier modifies the general conditions of transport, it shall indicate the date of entry into force of the modification.

The modified general conditions of carriage shall not apply the modified contents that limit the rights or increase the obligations of passengers to the passengers who have already purchased a ticket

第八条

运输总条件至少应当包括下列内容：

- （一）客票销售和退票、变更实施细则；
- （二）旅客乘机相关规定，包括婴儿、孕妇、无成人陪伴儿童、重病患者等特殊旅客的承运标准；
- （三）行李运输具体要求；
- （四）超售处置规定；
- （五）受理投诉的电子邮件地址和电话。

前款所列事项变化较频繁的，可以单独制定相关规定，但应当视为运输总条件的一部分，并与运输总条件在同一位置以显著方式予以公布。

第九条

承运人应当与航空销售代理人签订销售代理协议，明确公共航空运输旅客服务标准，并采取有效措施督促其航空销售代理人符合本规定相关要求。

承运人应当将客票销售、客票变更与退票、行李运输等相关服务规定准确提供给航空销售代理人；航空销售代理人不得擅自更改承运人的相关服务规定。

prior to the modification, unless otherwise stipulated by the State.

Article 8

The general conditions of carriage shall at least include the following particulars:

- (I) detailed implementation rules on ticket sale, refund and modification;
- (II) relevant regulations on passengers' boarding, including the standards of carriage for infants, pregnant women, unaccompanied children, seriously ill patients, and other special passengers;
- (III) specific requirements on luggage transport;
- (IV) provisions on handling overbooking; and
- (V) e-mail address and telephone number for accepting complaints.

Where the matters listed in the preceding paragraph change frequently, relevant regulations may be formulated separately, but such regulations shall be deemed as part of the general conditions of transport, and shall be disclosed in an eye-catching manner at the same location with the general conditions of transport.

Article 9

Carriers shall sign sales agency agreements with airline sales agents to specify the standards of passenger service in public air transport and take effective measures to urge their airline sales agents to meet the relevant requirements hereof.

A carrier shall accurately provide the airline sales agents with its rules on ticket sale, ticket modification and refund, luggage transport and other relevant services; and the airline sales agents shall not change the relevant service rules of the carrier without authorization.

第十条

航空销售网络平台经营者应当对平台内航空销售代理人进行核验，不得允许未签订协议的航空销售代理人在平台上从事客票销售活动。

航空销售网络平台经营者应当处理旅客与平台内航空销售代理人的投诉纠纷，并采取有效措施督促平台内的航空销售代理人符合本规定相关要求。

Article 10

An airline sales e-platform operator shall check the airline sales agents on its platform and shall not allow any airline sales agent that has not signed an agreement with it to engage in ticket sales activities on the platform.

An airline sales e-platform operator shall handle the complaints and disputes between passengers and airline sales agents on its platform and take effective measures to urge the airline sales agents on its platform to meet the relevant requirements hereof.

第十一条

承运人应当与地面服务代理人签订地面服务代理协议，明确公共航空运输旅客服务标准，并采取有效措施督促其地面服务代理人符合本规定相关要求。

Article 11

A carrier shall sign a ground service agency agreement with a ground service agent, specifying the passenger service standards for public air transport, and shall take effective measures to urge its ground service agent to meet the relevant requirements hereof.

第十二条

机场管理机构应当建立地面服务代理人 and 航站楼商户管理制度，并采取有效措施督促其符合本规定相关要求。

Article 12

An airport management agencies shall establish a management system for ground service agents and terminal merchants and take effective measures to urge their compliance with the relevant requirements hereof.

第十三条

航空信息企业应当完善旅客定座、乘机登记等相关信息系统功能，确保承运

Article 13

Aviation information enterprises shall improve the functions of the relevant information system such as

人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者等能够有效实施本规定要求的服务内容。

passenger reservation and boarding registration, so as to ensure that the carriers, airport management agencies, ground service agents, airline sales agents and airline sales e-platform operators can effectively provide the services as required by these Provisions.

第十四条

承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者、航空信息企业应当遵守国家关于个人信息保护的规定，不得泄露、出售、非法使用或者向他人提供旅客个人信息。

Article 14

Carriers, airport management agencies, ground service agents, airline sales agents, airline sales e-platform operators and aviation information enterprises shall observe the provisions of the State on the protection of personal information, and shall not divulge, sell, illegally use or provide others with the personal information of passengers.

第三章 客票销售

Chapter III Ticket Sales

第十五条

承运人或者其航空销售代理人通过网络途径销售客票的，应当以显著方式告知购票人所选航班的主要服务信息，至少应当包括：

Article 15

Where a carrier or its airline sales agent sells tickets through the Internet, it shall inform the ticket purchasers of the main service information of the selected flight in an eye-catching manner, which shall at least include:

- （一）承运人名称，包括缔约承运人和实际承运人；
- （二）航班始发地、经停地、目的地的机场及其航站楼；
- （三）航班号、航班日期、舱位等级、计划出港和到港时间；
- （四）同时预订两个及以上航班时，应当明确是否为联程航班；
- （五）该航班适用的票价以及客票使用条件，包括客票变更规则和退票规则等；
- （六）该航班是否提供餐食；

- (I) name of the carrier, including the contracting carrier and the actual carrier;
- (II) airports and terminals of the departure place, stopover place and destination of the flight;
- (III) number of scheduled flight, date of scheduled flight, class of cabin, scheduled departure time and arrival time;
- (IV) where two or more flights are booked at the same time, it shall be

<p>(七) 按照国家规定收取的税、费；</p> <p>(八) 该航班适用的行李运输规定，包括行李尺寸、重量、免费行李额等。</p> <p>承运人或者其航空销售代理人通过售票处或者电话等其他方式销售客票的，应当告知购票人前款信息或者获取前款信息的途径。</p>	<p>specified whether the flight is a connecting flight;</p> <p>(V) fares and conditions for using the ticket of the flight, including ticket modification rules and refund rules;</p> <p>(VI) whether catering is provided for the flight;</p> <p>(VII) taxes and fees collected in accordance with the provisions of the State; and</p> <p>(VIII) baggage transport provisions applicable to the flight, including baggage size, weight and free baggage allowance, etc.</p> <p>Where a carrier or its airline sales agent sells tickets through a box-office, telephone or other means, it shall inform the ticket purchaser of the information mentioned in the preceding paragraph or the channel to obtain such information.</p>
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第十六条

承运人或者其航空销售代理人通过网络途径销售客票的，应当将运输总条件的全部内容纳入到旅客购票时的必读内容，以必选项的形式确保购票人在购票环节阅知。

承运人或者其航空销售代理人通过售票处或者电话等其他方式销售客票的，应当提示购票人阅读运输总条件并告知阅读运输总条件的途径。

Article 16

Where a carrier or its airline sales agent sells tickets through the Internet, it shall incorporate all the contents of the general conditions of carriage into the contents that must be read at the time of ticket purchase, and ensure that the ticket purchaser has read them at the stage of ticket purchase in the form of required fields.

Where a carrier or its airline sales agent sells tickets through the box-office, telephone or other means, it shall remind ticket purchasers to read the general conditions of transport and inform

them of the ways to read the general conditions of transport.

第十七条

承运人或者其航空销售代理人在销售国际客票时，应当提示旅客自行查阅航班始发地、经停地或者目的地国的出入境相关规定。

Article 17

When a carrier or its airline sales agent sells an international ticket to a passenger, it shall remind the passenger to check by himself/herself the relevant exit/entry regulations of the country of departure, stopover or destination of the flight.

第十八条

购票人应当向承运人或者其航空销售代理人提供国家规定的必要个人信息以及旅客真实有效的联系方式。

Article 18

A ticket purchaser shall provide the carrier or the airline sales agent with the necessary personal information as prescribed by the State and his/her true and valid contact information.

第十九条

承运人或者其航空销售代理人在销售客票时，应当将购票人提供的旅客联系方式等必要个人信息准确录入旅客定座系统。

Article 19

When a carrier or its airline sales agent sells tickets, it shall accurately input the necessary personal information of a passenger such as the contact information of the passenger as provided by the ticket purchaser into the passenger reservation system.

第二十条

承运人或者其航空销售代理人出票后，应当以电子或者纸质等书面方式告知旅客涉及行程的重要内容，至少应当包括：

Article 20

After issuing a ticket, the carrier or its airline sales agent shall inform the passenger of the important particulars relating to the itinerary in electronic, paper or other written forms, which shall at least include:

（一）本规定第十五条第一款所列信息；

（二）旅客姓名；

（三）票号或者合同号以及客票有效期；

（四）出行提示信息，包括航班始发地停止办理乘机登记手续的时间要求、禁止或者限制携带的物品等；

(I) information listed in Paragraph 1 of **Article 15** hereof;

(II) name of the passenger;

(III) ticket number or contract number and validity period of the ticket;

(五) 免费获取所适用运输总条件的方式。

(IV) travel reminder, including the time requirements for the termination of check-in formalities at the place of departure and the articles prohibited or restricted to be carried with, etc.; and

(V) the method of obtaining the general conditions of carriage free of charge.

第二十一条

承运人、航空销售代理人、航空销售网络平台经营者、航空信息企业应当保存客票销售相关信息，并确保信息的完整性、保密性、可用性。

前款规定的信息保存时间自交易完成之日起不少于3年。法律、行政法规另有规定的，依照其规定。

Article 21

Carriers, aviation sales agents, airline sales e-platform operators and aviation information enterprises shall preserve the relevant information of ticket sales and ensure the completeness, confidentiality and availability of such information.

The information as stipulated in the preceding paragraph shall be preserved for not less than three years commencing from the date of completion of the transaction. Where it is otherwise provided for in laws and administrative regulations, such provisions shall prevail.

第四章 客票变更与退票

Chapter IV Ticket Changes and Refund

第二十二条

客票变更，包括旅客自愿变更客票和旅客非自愿变更客票。

退票，包括旅客自愿退票和旅客非自愿退票。

Article 22

Ticket changes includes voluntary ticket changes by passengers and involuntary ticket changes.

Ticket refunds include voluntary ticket refunds by passengers and involuntary ticket refunds.

第二十三条

旅客自愿变更客票或者自愿退票的，承运人或者其航空销售代理人应当按照所适用的运输总条件、客票使用条件办理。

Article 23

Where a passenger voluntarily changes his/her ticket or voluntarily cancels his/her ticket for a refund, the carrier or its airline sales agent shall perform the formalities under the applicable general conditions of carriage and the conditions for use of tickets.

第二十四条

由于承运人原因导致旅客非自愿变更客票的，承运人或者其航空销售代理人应当在有可利用座位或者被签转承运人同意的情况下，为旅客办理改期或者签转，不得向旅客收取客票变更费。

由于非承运人原因导致旅客非自愿变更客票的，承运人或者其航空销售代理人应当按照所适用的运输总条件、客票使用条件办理。

第二十五条

旅客非自愿退票的，承运人或者其航空销售代理人不得收取退票费。

第二十六条

承运人或者其航空销售代理人应当在收到旅客有效退款申请之日起7个工作日内办理完成退款手续，上述时间不含金融机构处理时间。

第二十七条

在联程航班中，因其中一个或者几个航段变更，导致旅客无法按照约定时间完成整个行程的，缔约承运人或者其航空销售代理人应当协助旅客到达最终目的地或者中途分程地。

在联程航班中，旅客非自愿变更客票的，按照本规定第二十四条办理；旅客

Article 24

Where a passenger involuntarily changes his/her ticket due to any reason attributable to the carrier, the carrier or its airline sales agent shall perform the rescheduling or endorsement for the passenger provided that the carrier has a seat available or with the consent of the endorsed carrier, and shall not collect any ticket change fee from the passenger.

Where a passenger involuntarily changes his/her ticket due to any reason not attributable to the carrier, the carrier or its airline sales agent shall perform the formalities under the applicable general conditions of carriage and the conditions for the use of tickets.

Article 25

Where a passenger involuntarily returns his/her ticket, the carrier or its airline sales agent may not collect any refund fee.

Article 26

The carrier or its airline sales agent shall complete the refund procedure within seven working days from the date of receipt of the valid refund application from the passenger. The period of time mentioned above does not include the time for processing by the financial institution concerned.

Article 27

For a connecting flight, if a passenger is unable to complete the entire journey at the agreed time due to the change in one or more segments of the connecting flight, the contracting carrier or its airline sales agent shall assist the passenger in arriving at his/her

非自愿退票的，按照本规定第二十五条办理。

final destination or the intermediate journey place.

Where a passenger involuntarily changes his/her ticket for a connecting flight, the change shall be handled in accordance with

Article 24

hereof; where a passenger involuntarily returns his/her ticket, **Article 25** hereof shall apply.

第五章 乘机

Chapter V Boarding

第二十八条

Article 28

机场管理机构应当在办理乘机登记手续、行李托运、安检、海关、边检、登机口、中转通道等旅客乘机流程的关键区域设置标志标识指引，确保标志标识清晰、准确。

Airport management agencies shall set up signs and marks in the key areas where passengers boarding procedures are handled, such as check-in registration, baggage consignment, security inspection, customs, frontier inspection, boarding gates and transit passages, and ensure that such signs and marks are distinct and accurate.

第二十九条

Article 29

旅客在承运人或者其地面服务代理人停止办理乘机登记手续前，凭与购票时一致的有效身份证件办理客票查验、托运行李、获取纸质或者电子登机凭证。

A passenger shall, before the carrier or its ground service agent stops the check-in procedure, go through the formalities for ticket check and baggage consignment upon presentation of his/her valid identity certificate which is consistent with that used at the time of purchasing the ticket, and obtain a paper or electronic boarding voucher.

第三十条

Article 30

旅客在办理乘机登记手续时，承运人或者其地面服务代理人应当将旅客姓名、航班号、乘机日期、登机时间、登机口、航程等已确定信息准确、清晰地显示在纸质或者电子登机凭证上。

At the time when a passenger goes through check-in formalities, the carrier or its ground service agent shall accurately and clearly display the passenger's name, flight number, boarding date, boarding time, boarding gate and flight on a paper or electronic boarding voucher.

登机口、登机时间等发生变更的，承运人、地面服务代理人、机场管理机构应当及时告知旅客。

第三十一条

有下列情况之一的，承运人应当拒绝运输：

- （一）依据国家有关规定禁止运输的旅客或者物品；
- （二）拒绝接受安全检查的旅客；
- （三）未经安全检查的行李；
- （四）办理乘机登记手续时出具的身份证件与购票时身份证件不一致的旅客；
- （五）国家规定的其他情况。

除前款规定外，旅客的行为有可能危及飞行安全或者公共秩序的，承运人有权拒绝运输。

第三十二条

旅客因本规定第三十一条被拒绝运输而要求出具书面说明的，除国家另有规定外，承运人应当及时出具；旅客要求变更客票或者退票的，承运人可以按照所适用的运输总条件、客票使用条件办理。

In case of any change in boarding gate or boarding time, the carrier, the ground service agent or the airport management agency shall timely inform the passenger of the change.

Article 31

Carriers shall refuse to carry:

- (I) passengers or articles the transport of which is prohibited by the relevant provisions of the State;
- (II) passengers who refuse to undergo security inspection;
- (III) baggage that has not been subject to security inspection;
- (IV) passengers whose identity certificates issued when handling the boarding procedure are inconsistent with that at the time of purchasing the ticket; and
- (V) other circumstances as provided for by the State.

Except as provided for in the preceding paragraph, the carrier may refuse to carry a passenger whose behaviors may endanger flight safety or public order.

Article 32

Where a passenger requests a written statement on the carrier's refusal to carry under **Article 31** hereof, the carrier shall issue it in time, unless otherwise provided for by the State. If the passenger requests a ticket change or refund, the carrier may process relevant formalities under the applicable general conditions of carriage and the conditions of use of tickets.

第三十三条

承运人、机场管理机构应当针对旅客突发疾病、意外伤害等对旅客健康情况产生重大影响的情形，制定应急处置预案。

第三十四条

因承运人原因导致旅客误机、错乘、漏乘的，承运人或者其航空销售代理人应当按照本规定第二十四条第一款、第二十五条办理客票变更或者退票。

因非承运人原因导致前款规定情形的，承运人或者其航空销售代理人可以按照本规定第二十三条办理客票变更或者退票。

第六章 行李运输

第三十五条

承运人、地面服务代理人、机场管理机构应当建立托运行李监控制度，防止行李在运送过程中延误、破损、丢失等情况发生。

承运人、机场管理机构应当积极探索行李跟踪等新技术应用，建立旅客托运行李全流程跟踪机制。

第三十六条

Article 33

Carriers and airport management agencies shall formulate an emergency response plan to deal with passengers' sudden illness, accident injury and other situations that may have serious impact on the health of passengers.

Article 34

Where a passenger misses the flight, takes the wrong flight or misses the boarding due to the reasons attributable to the carrier, the carrier or its airline sales agent shall change or refund the ticket in accordance with paragraph 1 of

Article 24

and Article 25

hereof.

Where any of the circumstances as provided for in the preceding paragraph is caused due to reasons not attributable to the carrier, the carrier or its airline sales agent may change or refund the ticket in accordance with **Article 23** hereof.

Chapter VI Luggage Transport

Article 35

Carriers, ground service agents and airport management agencies shall establish a monitoring system for checked baggage to prevent any delay, damage, loss, etc. in the process of the carriage of baggage.

Carriers and airport management agencies shall actively explore the application of baggage tracking and other new technologies and establish a whole-process tracking mechanism for checked baggage.

Article 36

Passengers' checked baggage tor unchecked baggage shall not violate

旅客的托运行李、非托运行李不得违反国家禁止运输或者限制运输的相关规定。

在收运行李时或者运输过程中，发现行李中装有不得作为行李运输的任何物品，承运人应当拒绝收运或者终止运输，并通知旅客。

第三十七条

承运人应当在运输总条件中明确行李运输相关规定，至少包括下列内容：

- （一）托运行李和非托运行李的尺寸、重量以及数量要求；
- （二）免费行李额；
- （三）超限行李费计算方式；
- （四）是否提供行李声明价值服务，或者为旅客办理行李声明价值的相关要求；
- （五）是否承运小动物，或者运输小动物的种类及相关要求；
- （六）特殊行李的相关规定；
- （七）行李损坏、丢失、延误的赔偿标准或者所适用的国家有关规定、国际公约。

第三十八条

the relevant provisions of the State on baggage the carriage of which is prohibited or restricted.

Where, at the time of accepting or in the course of carriage, it is found in the baggage any article that cannot be transported as baggage, the carrier shall refuse to accept or terminate the carriage and notify the passenger thereof.

Article 37

Carriers shall specify the relevant provisions on the transport of baggage in the general conditions of transport, including at least the following particulars:

- (I) the dimensions, weight and quantity of the checked baggage and unchecked baggage;
- (II) the free baggage allowance; and
- (III) the method for calculating the baggage fee for over-limit baggage;
- (IV) whether the declaration service for value of baggage is provided, or the relevant requirements for declaration of value of baggage for passengers;
- (V) whether small animals can be carried, or the species of small animals that can be carried and the relevant requirements;
- (VI) relevant provisions regarding special baggage; and
- (VII) the standards of compensation for the damage to, loss of or delay of the baggage for the applicable national regulations or international conventions.

Article 38

A carrier or its ground service

承运人或者其地面服务代理人应当在收运行李后向旅客出具纸质或者电子行李凭证。

第三十九条

承运人应当将旅客的托运行李与旅客同机运送。

除国家另有规定外，不能同机运送的，承运人应当优先安排该行李在后续的航班上运送，并及时通知旅客。

第四十条

旅客的托运行李延误到达的，承运人应当及时通知旅客领取。

除国家另有规定外，由于非旅客原因导致托运行李延误到达，旅客要求直接送达的，承运人应当免费将托运行李直接送达旅客或者与旅客协商解决方案。

第四十一条

在行李运输过程中，托运行李发生延误、丢失或者损坏，旅客要求出具行李运输事故凭证的，承运人或者其地面服务代理人应当及时提供。

第七章 航班超售

第四十二条

承运人超售客票的，应当在超售前充分考虑航线、航班班次、时间、机型以

agent shall issue a paper or electronic baggage voucher to a passenger after accepting the passenger's checked baggage.

Article 39

A carrier shall carry the checked baggage of a passenger together with the passenger on the same aircraft.

Where the baggage cannot be carried on the same aircraft, unless otherwise stipulated by the State, the carrier shall give priority to the carriage of the baggage in the subsequent flight and timely notify the passenger thereof.

Article 40

Where the arrival of the passenger's checked baggage is delayed, the carrier shall timely notify the passenger to claim.

Unless otherwise stipulated by the State, where the arrival of checked baggage is delayed due to reasons not attributable to the passenger, and the passenger requests for direct delivery, the carrier shall directly deliver the checked baggage to the passenger free of charge or consult with the passenger on a solution.

Article 41

In the course of the carriage of baggage, if the checked baggage is delayed, lost, or damaged and the passenger asks for a voucher of baggage transport accident, the carrier or its ground service agent shall timely provide such voucher.

Chapter VII Flight Overbooking

Article 42

A carrier who is overbooked by passengers shall give full consideration to the airline, flight

及衔接航班等情况，最大程度避免旅客因超售被拒绝登机。

number, time, aircraft type, connecting flight and other circumstances before such overbooking so as to best avoid the passengers being denied boarding due to such overbooking.

第四十三条

承运人应当在运输总条件中明确超售处置相关规定，至少包括下列内容：

- （一）超售信息告知规定；
- （二）征集自愿者程序；
- （三）优先登机规则；
- （四）被拒绝登机旅客赔偿标准、方式和相关服务标准。

Article 43

Carriers shall, in the general conditions of carriage, clarify the relevant provisions on the handling of overbooking, including at least the following particulars:

- (I) overbooking information notification provisions;
- (II) procedures of call for volunteers;
- (III) rules for boarding priority; and
- (IV) the standards and method of compensation for the passenger denied boarding and the relevant standards of services.

第四十四条

因承运人超售导致实际乘机旅客人数超过座位数时，承运人或者其地面服务代理人应当根据征集自愿者程序，寻找自愿放弃行程的旅客。

未经征集自愿者程序，不得使用优先登机规则确定被拒绝登机的旅客。

Article 44

Where the number of passengers actually to take the flight exceeds the number of seats due to overbooking by a carrier, the carrier or its ground service agent shall look for passengers who are willing to forgo the journey under the procedures of calling for volunteers.

The priority boarding rule shall not be used to identify passengers to be denied boarding without calling for volunteers.

第四十五条

在征集自愿者时，承运人或者其地面服务代理人应当与旅客协商自愿放弃行程的条件。

Article 45

When calling for volunteers, the carrier or its ground service agent shall negotiate with the passenger on the conditions for voluntarily giving up the journey.

第四十六条

承运人的优先登机规则应当符合公序良俗原则，考虑的因素至少应当包括老幼病残孕等特殊旅客的需求、后续航班衔接等。

承运人或者其地面服务代理人应当在经征集自愿者程序未能寻找到足够的自愿者后，方可根据优先登机规则确定被拒绝登机的旅客。

第四十七条

承运人或者其地面服务代理人应当按照超售处置规定向被拒绝登机旅客给予赔偿，并提供相关服务。

第四十八条

旅客因超售自愿放弃行程或者被拒绝登机时，承运人或者其地面服务代理人应当根据旅客的要求，出具因超售而放弃行程或者被拒绝登机的证明。

第四十九条

因超售导致旅客自愿放弃行程或者被拒绝登机的，承运人应当按照本规定第二十四条第一款、第二十五条办理客票变更或者退票。

第八章 旅客投诉

第五十条

Article 46

A carrier's boarding priority rules shall conform to the principle of public order and good morals, and consideration shall include at least the needs of special passengers such as such as the elderly, young, sick, disabled and pregnant, connections for subsequent flights, etc.

A carrier or its ground service agent may determine passengers to be denied boarding under the priority boarding rules only after it fails to find an adequate number of volunteers after calling for volunteers.

Article 47

A carrier or its ground service agent shall compensate the passengers denied boarding and render related services in accordance with the overbooking rules.

Article 48

If a passenger voluntarily gives up his/her journey or is refused of boarding due to overbooking, the carrier or its ground service agent, upon request by the passenger, shall provide proof of such giving up or refusal of boarding due to overbooking.

Article 49

If a passenger voluntarily gives up his/her journey or is refused of boarding due to overbooking, the carrier shall change or refund the ticket in accordance with paragraph 1 of **Article 24** and **Article 25** hereof.

Chapter VIII Complaints by Passengers

Article 50

In the event of any dispute over

因公共航空运输旅客服务发生争议的，旅客可以向承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者投诉，也可以向民航行政机关投诉。

第五十一条

承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者应当设置电子邮件地址、中华人民共和国境内的投诉受理电话等投诉渠道，并向社会公布。

承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者应当设立专门机构或者指定专人负责受理投诉工作。

港澳台地区承运人和外国承运人应当具备以中文受理和处理投诉的能力。

第五十二条

承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者收到旅客投诉后，应当及时受理；不予受理的，应当说明理由。

承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者应当在收到旅客投诉之日起10个工作日内做出包含解决方案的处理结果。

承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者应当书面记录旅客的投诉情况及处理结果，投诉记录至少保存3年。

passenger services in public air transport, the passenger may complain to the carrier, airport management agency, ground service agent, airline sales agent or airline sales e-platform operator, or to the civil aviation administration.

Article 51

Carriers, airport management agencies, ground service agents, airline sales agents and airline sales e-platform operators shall set up complaint channels such as email addresses and hotlines within the territory of the People's Republic of China, and make them public.

Carriers, airport management agencies, ground service agents, airline sales agents and airline sales e-platform operators shall set up offices or designate persons to take charge of accepting complaints.

Carriers from Hong Kong, Macao and Taiwan and foreign carriers shall have the ability to accept and handle complaints in Chinese.

Article 52

Carriers, airport management agencies, ground service agents, airline sales agents and airline sales e-platform operators shall, upon receipt of complaints from passengers, promptly accept the complaints; in case of non-acceptance, reasons shall be given.

Carriers, airport management agencies, ground service agents, airline sales agents and airline sales e-platform operators shall, within 10 working days as of the date of receipt of complaints from

	<p>passengers, make a handling result that includes a solution.</p> <p>Carriers, airport management agencies, ground service agents, airline sales agents and airline sales e-platform operators shall record in writing the complaints made by passengers and the handling results, and the record of complaints shall be kept for at least 3 years.</p>
<p>第五十三条</p> <p>民航局消费者事务中心受民航局委托统一受理旅客向民航行政机关的投诉。</p> <p>民航局消费者事务中心应当建立、畅通民航服务质量监督平台和民航服务质量监督电话等投诉渠道，实现全国投诉信息一体化。</p> <p>旅客向民航行政机关投诉的，民航局消费者事务中心、承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者应当在民航服务质量监督平台上进行投诉处理工作。</p>	<p>Article 53</p> <p>As entrusted by the CAAC, the CAAC Consumer Affairs Center accepts the complaints made by passengers to the civil aviation administration in a unified manner.</p> <p>The CAAC Consumer Affairs Center shall establish and smooth complaint channels such as civil aviation service quality supervision platform and civil aviation service quality supervision hotlines to realize the integration of complaint information nationwide.</p> <p>For complaints made by passengers to the civil aviation administration, the CAAC Consumer Affairs Center, carriers, airport management agencies, ground service agents, airline sales agents and airline sales e-platform operators shall handle such complaints on the civil aviation service quality supervision platform.</p>
<p>第九章 信息报告</p> <p>第五十四条</p> <p>承运人应当将运输总条件通过民航服务质量监督平台进行备案。</p>	<p>Chapter IX Information Reporting</p> <p>Article 54</p> <p>Carriers shall file their general conditions of carriage for record through the civil aviation service quality supervision platform.</p> <p>In case of any change in the general conditions of carriage, the</p>

运输总条件发生变更的，应当自变更之日起5个工作日内在民航服务质量监督平台上更新备案。

备案的运输总条件应当与对外公布的运输总条件保持一致。

第五十五条

承运人应当将其地面服务代理人、航空销售代理人的相关信息通过民航服务质量监督平台进行备案。

前款所述信息发生变更的，应当自变更之日起5个工作日内在民航服务质量监督平台上更新备案。

第五十六条

承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者应当将投诉受理电话、电子邮件地址、投诉受理机构等信息通过民航服务质量监督平台进行备案。

前款所述信息发生变更的，应当自变更之日起5个工作日内在民航服务质量监督平台上更新备案。

第五十七条

record-filing information shall be updated on the civil aviation service quality supervision platform within 5 working days as of the date of change.

The recorded general conditions of carriage shall be consistent with those announced to the public.

Article 55

Carriers shall file the relevant information of their ground service agents and airline sales agents for record through the civil aviation service quality supervision platform.

In case of any change to the information mentioned in the preceding paragraph, the record-filing information shall be updated on the civil aviation service quality supervision platform within 5 working days as of the date of change.

Article 56

Carriers, airport management agencies, ground service agents, airline sales agents and airline sales e-platform operators shall file their complaint acceptance hotlines, e-mail addresses and complaint acceptance offices for record through the civil aviation service quality supervision platform.

In case of any change to the information mentioned in the preceding paragraph, record-filing information shall be updated on the civil aviation service quality supervision platform within 5 working days as of the date of change.

Article 57

Carriers, airport management

承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者、航空信息企业等相关单位，应当按照民航行政机关要求报送旅客运输服务有关数据和信息，并对真实性负责。

agencies, ground service agents, airline sales agents, airline sales e-platform operators, aviation information enterprises and other relevant entities shall, as required by the civil aviation administration, submit relevant data and information of passenger transport services and be responsible for the authenticity thereof.

第十章 监督管理及法律责任

Chapter X Supervision, Administration and Legal Liability

第五十八条

Article 58

有下列行为之一的，由民航行政机关责令限期改正；逾期未改正的，依法记入民航行业严重失信行为信用记录：

Under any of the following circumstances, the civil aviation administrations shall order rectification within a time limit; if no rectification is made within the time limit, the case shall be included in the credit record for serious dishonesty in the civil aviation industry:

（一）承运人违反本规定第六条、第七条、第八条，未按照要求制定、修改、适用或者公布运输总条件的；

(I) where a carrier, in violation of Article 6, 7 or 8 hereof, fails to formulate, amend, apply or publish its general conditions of carriage as required;

（二）承运人或者其地面服务代理人违反本规定第四十四条、第四十五条、第四十六条第二款、第四十七条，未按照要求为旅客提供超售后的服务的；

(II) where a carrier or its ground service agent, in violation of Article 44, 45, Paragraph 2 of Article 46, or **Article 47** hereof, fails to provide services after overbooking to passengers as required; or

（三）承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者违反本规定第五十一条第一款、第二款，第五十二条第一款、第二款，未按照要求开展投诉受理或者处理工作的。

(III) where a carrier, an airport management agency, a ground service agent, an airline sales agent or an airline sales e-platform operator, in violation of Paragraph 1 or 2 of **Article 51** or Paragraph 1 or 2 of **Article 52** hereof, fails to accept or handle complaints as required.

第五十九条

有下列行为之一的，由民航行政机关责令限期改正；逾期未改正的，处1万元以下的罚款；情节严重的，处2万元以上3万元以下的罚款：

（一）承运人、航空销售网络平台经营者、机场管理机构违反本规定第九条第一款、第十条第二款、第十一条、第十二条，未采取有效督促措施的；

（二）承运人、航空销售代理人违反本规定第九条第二款，未按照要求准确提供相关服务规定或者擅自更改承运人相关服务规定的；

（三）航空信息企业违反本规定第十三条，未按照要求完善信息系统功能的；

（四）承运人或者其航空销售代理人违反本规定第十九条，未按照要求录入旅客信息的；

（五）承运人、航空销售代理人、航空信息企业违反本规定第二十一条，未按照要求保存相关信息的；

（六）承运人违反本规定第三十二条，未按照要求出具被拒绝运输书面说明的；

（七）承运人、机场管理机构违反本规定第三十三条，未按照要求制定应急处置预案的；

（八）承运人、地面服务代理人、机场管理机构违反本规定第三十五条第一款，未按照要求建立托运行李监控制度的；

（九）承运人或者其地面服务代理人违反本规定第四十一条，未按照要求提供行李运输事故凭证的；

Article 59

Under any of the following circumstances, the civil aviation administrations shall order rectification within a time limit; if no rectification is made within the time limit, a fine of not more than 10,000 yuan shall be imposed; in a serious case, a fine of not less than 20,000 yuan but not more than 30,000 yuan shall be imposed:

(I) where a carrier, airline sales e-platform operator or airport management agency, in violation of Paragraph 1 of Article 9, Paragraph 2 of Article 10, **Article 11** or 12 hereof, fails to take effective supervision measures;

(II) where a carrier or airline sales agent, in violation of Paragraph 2 of **Article 9** hereof, fails to accurately provide the relevant service provisions as required or changes the relevant service provisions of the carrier without authorization;

(III) where an aviation information enterprise, in violation of **Article 13** hereof, fails to improve the functions of its information system as required;

(IV) where a carrier or its airline sales agent, in violation of **Article 19** hereof, fails to enter the information of passengers as required;

(V) where a carrier, airline sales agent or aviation information enterprise, in violation of **Article 21**

(十) 承运人或者其地面服务代理人违反本规定第四十八条, 未按照要求出具相关证明的;

(十一) 港澳台地区承运人和外国承运人违反本规定第五十一条第三款, 未按照要求具备以中文受理和处理投诉能力的;

(十二) 承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者违反本规定第五十二条第三款, 未按照要求保存投诉记录的;

(十三) 承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者违反本规定第五十三条第三款, 未按照要求在民航服务质量监督平台上处理投诉的;

(十四) 承运人违反本规定第五十四条、第五十五条, 未按照要求将运输总条件、地面服务代理人、航空销售代理人的相关信息备案的;

(十五) 承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者违反本规定第五十六条, 未按照要求将投诉相关信息备案的;

(十六) 承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者违反本规定第五十七条, 未按照要求报送相关数据和信息的。

hereof, fails to keep the relevant information as required;

(VI) where a carrier, in violation of **Article 32** hereof, fails to issue the written explanation on the rejected carriage as required;

(VII) where a carrier or airport management agency, in violation of **Article 33** hereof, fails to formulate an emergency response plan as required;

(VIII) where a carrier, ground service agent or airport management agency, in violation of Paragraph 1 of **Article 35** hereof, fails to establish a checked luggage monitoring system as required;

(IX) where a carrier or its ground service agent, in violation of **Article 41** hereof, fails to provide a proof of a luggage transport accident as required;

(X) where a carrier or its ground service agent, in violation of **Article 48** hereof, fails to issue the relevant proof as required;

(XI) where a carrier from Hong Kong SAR, Macao SAR or Taiwan Region or a foreign carrier, in violation of Paragraph 3 of **Article 51** hereof, fails to have the capacity to accept and handle complaints in Chinese as required;

(XII) where a carrier, airport management agency, ground service agent, airline sales agent or airline sales e-platform operator,

in violation of Paragraph 3 of **Article 52** hereof, fails to keep the complaint record as required;

(XIII) where a carrier, airport management agency, ground service agent, airline sales agent or airline sales e-platform operator, in violation of Paragraph 3 of **Article 53** hereof, fails to handle complaints on the civil aviation service quality supervision platform as required;

(XIV) where a carrier, in violation of **Article 54** or 55 hereof, fails to file for record the relevant information of the general conditions of carriage, ground service agent or airline sales agent as required; or

(XV) where a carrier, airport management agency, ground service agent, airline sales agent or airline sales e-platform operator, in violation of **Article 56** hereof, fails to file for record the relevant complaint information as required; or

(XVI) where a carrier, airport management agency, ground service agent, airline sales agent or airline sales e-platform operator, in violation of **Article 57** hereof, fails to submit the relevant data and information as required.

第六十条

航空销售网络平台经营者有本规定第十条第一款规定的行为，构成《中华人民共和国电子商务法》规定的未履行核验义务的，依照《中华人民共和国电子商务法》的规定执行。

Article 60

Where an airline sales e-platform operator commits any act specified in Paragraph 1 of **Article 10** hereof, constituting a failure to perform the verification obligation as specified in the E-commerce Law of the People's Republic of China,

第六十一条

承运人、机场管理机构、地面服务代理人、航空销售代理人、航空销售网络平台经营者、航空信息企业违反本规定第十四条，侵害旅客个人信息，构成《中华人民共和国消费者权益保护法》规定的侵害消费者个人信息依法得到保护的权利的，依照《中华人民共和国消费者权益保护法》的规定执行。

承运人或者其航空销售代理人违反本规定第二十三条、第二十四条、第二十五条、第二十六条、第二十七条，未按照要求办理客票变更、退票或者未履行协助义务，构成《中华人民共和国消费者权益保护法》规定的故意拖延或者无理拒绝消费者提出的更换、退还服务费用要求的，依照《中华人民共和国消费者权益保护法》的规定执行。

第六十二条

机场管理机构违反本规定第二十八条，未按照要求设置标志标识，构成《民用机场管理条例》规定的未按照国家规定的标准配备相应设施设备的，依照《民用机场管理条例》的规定执行。

it shall be punished in accordance with the E-commerce Law of the People's Republic of China.

Article 61

Where a carrier, airport management agency, ground service agent, airline sales agent, airline sales e-platform operator or aviation information enterprise, in violation of **Article 14** hereof, infringes upon the personal information of a passenger, constituting a violation of the Law of the People's Republic of China on the Protection of Consumer Rights and Interests, the Law of the People's Republic of China on the Protection of Consumer Rights and Interests shall apply.

Where a carrier or its airline sales agent, in violation of Article 23, 24, 25, 26 or 27 hereof, fails to change or refund tickets or to perform its assistance obligation as required, constituting a deliberate delay in or unjustifiable refusal of a consumer's request for replacement or refund of service fees as specified in the Law of the People's Republic of China on the Protection of Consumer Rights and Interests, the provisions of the Law of the People's Republic of China on the Protection of Consumer Rights and Interests shall apply.

Article 62

Where an airport management institution, in violation of **Article 28** hereof, fails to set up signs and marks as required, constituting a failure to equip corresponding facilities and equipment as specified in the Regulations on the Administration of Civil Airports according to the standards as

	specified by the State, the provisions of the Regulations on Civil Airports shall apply.
第十一章 附 则	Chapter XI Supplementary Provisions
第六十三条	Article 63
本规定中下列用语的含义是：	For the purpose hereof, the terms below have the following meanings:
（一）承运人，是指以营利为目的，使用民用航空器运送旅客、行李的公共航空运输企业。	(I) "Carrier" refers to a public air transport enterprise that uses civil aircrafts to carry passengers and luggage for the purpose of making profits.
（二）缔约承运人，是指使用本企业票证和票号，与旅客签订航空运输合同的承运人。	(II) "Contracting carrier" refers to a carrier that uses tickets and ticket number of its own to sign an air transport contract with passengers.
（三）实际承运人，是指根据缔约承运人的授权，履行相关运输的承运人。	(III) "Actual carrier" refers to a carrier that performs the relevant transport upon authorization of the contracting carrier.
（四）机场管理机构，是指依法组建的或者受委托的负责机场安全和运营管理的具有法人资格的机构。	(IV) "Airport management agency" refers to an agency with legal person status that is established according to law or entrusted to take charge of the airport safety and operation management.
（五）地面服务代理人，是指依照中华人民共和国法律成立的，与承运人签订地面代理协议，在中华人民共和国境内机场从事公共航空运输地面服务代理业务的企业。	(V) "Ground service agent" refers to an enterprise that is established according to the law of the People's Republic of China, has signed a ground agency agreement with a carrier and engages in the public air transport ground agency services in the airports within the territory of the People's Republic of China.
（六）航空销售代理人，是指依照中华人民共和国法律成立的，与承运人签订销售代理协议，从事公共航空运输旅客服务销售业务的企业。	(VI) "Airline sales agent" refers to an enterprise that is established according to the law of the People's Republic of China, has signed a
（七）航空销售网络平台经营者，是指依照中华人民共和国法律成立的，在电子商务中为承运人或者航空销售代理人提供网络经营场所、交易撮合、信息发布等服务，供其独立开展公共航空运输旅客服务销售活动的企业。	
（八）航空信息企业，是指为公共航空运输提供旅客定座、乘机登记等相关系统的企业。	
（九）民航行政机关，是指民航局和民航地区管理局。	

(十) 公共航空运输旅客服务,是指承运人使用民用航空器将旅客由出发地机场运送至目的地机场的服务。

(十一) 客票,是运输凭证的一种,包括纸质客票和电子客票。

(十二) 已购票,是指根据法律规定或者双方当事人约定,航空运输合同成立的状态。

(十三) 客票变更,是指对客票改期、变更舱位等级、签转等情形。

(十四) 自愿退票,是指旅客因其自身原因要求退票。

(十五) 非自愿退票,是指因航班取消、延误、提前、航程改变、舱位等级变更或者承运人无法运行原航班等情形,导致旅客退票的情形。

(十六) 自愿变更客票,是指旅客因其自身原因要求变更客票。

(十七) 非自愿变更客票,指因航班取消、延误、提前、航程改变、舱位等级变更或者承运人无法运行原航班等情形,导致旅客变更客票的情形。

(十八) 承运人原因,是指承运人内部管理原因,包括机务维护、航班调配、机组调配等。

(十九) 非承运人原因,是指与承运人内部管理无关的其他原因,包括天气、突发事件、空中交通管制、安检、旅客等因素。

(二十) 行李,是指承运人同意运输的、旅客在旅行中携带的物品,包括托运行李和非托运行李。

(二十一) 托运行李,是指旅客交由承运人负责照管和运输并出具行李运输凭证的行李。

sales agency agreement with a carrier and engages in the sale of passenger services in public air transport.

(VII) "Airline sales e-platform operators" refers to an enterprise that is established according to the law of the People's Republic of China and provides network business premises, transaction matching, information release and other services in e-commerce to carriers or airline sales agents in order to facilitate their independent sales of passenger services in public air transport.

(VIII) "Aviation information enterprise" refers to an enterprise that provides relevant systems for public air transport such as seat reservation and check-in by passengers.

(IX) "Civil aviation administrations" refers to CAAC and local civil aviation administrations.

(X) "Passenger services in public air transport" refers to the services whereby a carrier uses civil aircrafts to transport passengers from the airport of departure to the airport of destination.

(XI) "Ticket" refers to a type of transport documents, including paper tickets and e-tickets.

(XII) "Purchased ticket" refers to the status in which an air transport contract is established according to the law or the agreement between the parties.

(二十二) 非托运行李,是指旅客自行负责照管的行李。

(二十三) 票价,是指承运人使用民用航空器将旅客由出发地机场运送至目的地机场的航空运输服务的价格,不包含按照国家规定收取的税费。

(二十四) 计划出港时间,是指航班时刻管理部门批准的离港时间。

(二十五) 计划到港时间,是指航班时刻管理部门批准的到港时间。

(二十六) 客票使用条件,是指定座舱位代码或者票价种类所适用的票价规则。

(二十七) 客票改期,是指客票列明同一承运人的航班时刻、航班日期的变更。

(二十八) 签转,是指客票列明承运人的变更。

(二十九) 联程航班,是指被列明在单一运输合同中的两个(含)以上的航班。

(三十) 误机,是指旅客未按规定时间办妥乘机手续或者因身份证件不符合规定而未能乘机。

(三十一) 错乘,是指旅客搭乘了不是其客票列明的航班。

(三十二) 漏乘,是指旅客办妥乘机手续后或者在经停站过站时未能搭乘其客票列明的航班。

(三十三) 小动物,是指旅客托运的小型动物,包括家庭饲养的猫、狗或者其他类别的小动物。

(三十四) 超售,是指承运人为了避免座位虚耗,在某一航班上销售座位数超过实际可利用座位数的行为。

(XIII) "Ticket change" refers to the rescheduling, change in class of cabin, or endorsement of tickets, etc.

(XIV) "Voluntary return of ticket" refers to the fact that a passenger requests for refund of his/her ticket due to any reason attributable to himself/herself.

(XV) "Involuntary return of ticket" refers to circumstances where a passenger returns his/her ticket due to cancellation, delay, advance, change of voyage, change in class of cabin of a flight, or inability of the carrier to run the original flight, etc.

(XVI) "Voluntary change of ticket" refers to the circumstances where a passenger requests for change of ticket due to any reason attributable to himself/herself.

(XVII) "Involuntary change of ticket" refers to circumstances where a passenger changes his/her ticket as a result of flight cancellation, delay, advance, change of itinerary, change in class of cabin, or inability of the carrier to operate the original flight, etc.

(XVIII) "Reasons attributable to the carrier" refers to the internal management reasons of the carrier, including aircraft maintenance, flight dispatch, crew dispatch, etc.

(XIX) "Reasons other than those attributable to the carrier" refers to reasons irrelevant to the internal management of the carrier, including weather, unexpected incidents, air traffic control,

(三十五) 经停地点, 是指除出发地点和目的地点以外, 作为旅客旅行路线上预定经停的地点。

(三十六) 中途分程地, 是指经承运人事先同意, 旅客在出发地和目的地间旅行时有意安排在某个地点的旅程间断。

security inspection, passengers and other factors.

(XX) "Luggage" refers to articles agreed by the carrier to be carried by the passenger during a journey, including checked and unchecked luggage.

(XXI) "Checked luggage" refers to luggage which the passenger has been handed over to the carrier for the care and transport, for which a luggage carriage document has been issued by the carrier.

(XXII) "Unchecked luggage" refers to luggage which the passenger is in his/her own charge.

(XXIII) "Ticket fare" refers to the price of air transport services provided by the carrier, using civil aircraft, to transport passengers from the airport of departure to the airport of destination, excluding taxes and fees charged in accordance with State regulations.

(XXIV) "Planned departure time" refers to the departure time approved by the administration of flight schedules.

(XXV) "Planned arrival time" refers to the arrival time approved by the administration of flight schedules.

(XXVI) "Conditions for using a ticket" refers to the fare rules applicable to the designated cabin code or the type of ticket fare.

(XXVII) "Ticket rescheduling" refers to a change of the flight schedule and date of the same carrier that are specified on the ticket.

(XXVIII) "Endorsement" refers to a change of the carrier specified on the ticket.

(XXIX) "Connecting flight" refers to more than two (including two) flights which are specified in a single transport contract.

(XXX) "Missing flight" refers to the circumstance where a passenger fails to board the aircraft either because of his/her failure to complete check-in formality within the specified time limit or because his/her identity document is not in conformity with regulations.

(XXXI) "Taking the wrong flight " refers to the fact that a passenger has taken a flight other than that specified on the ticket.

(XXXII) "Missing boarding" means that a passenger fails to board the flight listed on his or her ticket after going through the boarding formalities or passing through a stop.

(XXXIII) "Small animals" refers to the small animals consigned by a passenger, including cats, dogs or other species of small animal that are raised at home.

(XXXIV) "Overbooking" refers to the act of selling more seats than the actual number of seats available on a certain flight by the carrier in order to avoid low seat occupancy.

(XXXV) "Place of stopover" refers to a place scheduled to stop for passengers along a journey route other than the place of departure and the place of destination.

(XXXVI) "Intermediate journey place" refers to the place of an interruption in the journey between the place of departure and the place of destination which is intentionally arranged with the prior consent of the carrier.

第六十四条

本规定以工作日计算的时限均不包括当日，从次日起计算。

Article 64

Any time limit specified in these Provisions that is counted by working days shall not include that day and shall be counted from the next day.

第六十五条

本规定自2021年9月1日起施行。原民航总局于1996年2月28日公布的《中国民用航空旅客、行李国内运输规则》（民航总局令第49号）、2004年7月12日公布的《中国民用航空总局关于修订〈中国民用航空旅客、行李国内运输规则〉的决定》（民航总局令第124号）和1997年12月8日公布的《中国民用航空旅客、行李国际运输规则》（民航总局令第70号）同时废止。

本规定施行前公布的涉及民航管理的规章中关于客票变更、退票以及旅客投诉管理的内容与本规定不一致的，按照本规定执行。

Article 65

These Provisions shall come into force as of September 1, 2021, repealing simultaneously the CAAC Rules on the Domestic Civil Air Transport of Passengers and Luggage (CAAC Order No. 49) promulgated by the former CAAC on February 28, 1996, the CAAC Decision on Revising the CAAC Rules on the Domestic Civil Air Transport of Passengers and Luggage (CAAC Order No. 124) promulgated by the CAAC on July 12, 2004 and the CAAC Rules on the International Civil Air Transport of Passengers and Luggage (CAAC Order No. 70) promulgated by the CAAC on December 8, 1997.

These Provisions shall prevail in case of any discrepancy between these Provisions and the rules concerning civil aviation administration governing ticket changes, refund and passenger complaints promulgated prior to the effectiveness of these Provisions.