

一、国内航班

I. Domestic flights

1. 赔偿限额一般规定

1. General provisions on compensation limits

(1) 海南航空、大新华航空对托运行李的最大责任限额是每千克 100 元人民币，除非旅客在托运行李前对其行李提出了声明价值，并付相应的附加费，则赔偿额以声明价值为限。

(1) The maximum liability limit for checked baggage imposed by Hainan Airlines and Grand China Air is 100 yuan per kilogram; unless the passenger declares the value of his/her baggage and pays the corresponding surcharge before check-in, the compensation amount will be limited to the declared value.

(2) 旅客的托运行李遗失时，按损失行李的实际价值或者公允价值赔偿，每千克的赔偿金额均以 100 元人民币为限，已收逾重行李费退还。

(2) When the passenger's checked baggage is lost, the compensation will be based on the actual or fair value of the lost baggage, with a maximum compensation amount of 100 yuan per kilogram. Any excess baggage fee collected will be refunded.

(3) 当行李部分遗失时，除非旅客持有有效的逾重行李票，否则不管其实际重量如何，只能以该旅客享受的免费行李额以内行李实际重量减去已运到交付给旅客的其他部分行李的重量来计算其需要赔偿的重量。

(3) When the passenger's baggage is partly lost, unless the passenger holds a valid excess baggage ticket, the weight to be compensated for can only be calculated by subtracting the weight of the rest of the baggage that has been delivered to the passenger from the actual weight of the baggage within the free baggage allowance to which the passenger is entitled, without regard to its actual weight.

(4) 行李外包装破损的赔偿，原则上按行李降低的价值赔偿或者负担修理费用。如因外包装破损造成内物损坏，则可按照其损坏程度及价值赔付。内物破损赔偿金额最高限额为每千克 100 元人民币。

(4) The compensation for any damage to the outer package of the baggage will be based on the reduced value of the baggage or the repair cost borne in principle. If the contents are damaged due to the damaged outer package, the compensation may be based on the level and value of such damage. The maximum compensation amount for any damage to the contents is 100 yuan per kilogram.

(5) 由于发生在上、下航空器期间或者航空器上的事件造成旅客的自理行李或者随身携带物品损失，海南航空、大新华航空承担的最高赔偿金额每位旅客不超过人民币 3,000 元。

(5) If the passenger's unchecked baggage or any carry-on item is lost due to any incident that occurs during boarding or disembarking, or on board, Hainan Airlines or Grand China Air will bear a maximum compensation amount of not more than 3,000 yuan per passenger.

(6) 构成国际运输的国内航段，行李赔偿按适用的国际运输行李赔偿规定办理。

(6) For domestic segments being part of international transport, baggage compensation will be handled in accordance with the applicable baggage compensation provisions for international transport.

2. 晚到行李临时生活费补偿

2. Compensation for temporary living expenses for delayed baggage

(1) 因海航原因使旅客的托运行李未能与旅客同机到达，造成旅客旅途生活的不便，将给予旅客一次性临时生活用品补偿费，金额为：

(1) If the passenger's checked baggage does not arrive on the same aircraft as the passenger for any reason attributed to Hainan Airlines, resulting in inconvenience to the passenger's travel, one-time compensation for temporary living expenses will be granted to the passenger, with an amount of:

公务舱旅客人民币 500 元/每晚，经济舱旅客人民币 100 元/每晚，最多不超过两晚。如法律法规另有规定的，则按相应法律法规执行。

500 yuan per night for business class passengers or 100 yuan per night economy class passengers, for up to two nights. Any law or regulation that stipulates otherwise will apply.

说明：下列情况，海航不提供临时生活费的补偿：

Note: Hainan Airlines will not grant compensation for temporary living expenses if:

A: 旅客乘坐本公司航班到达本站，但行李在外站已遗失且在本站申报遗失前，行李并非本公司承运；

A: The passenger arrives at the current airport by our company's flight, but his/her baggage has been lost at another airport, and was not carried by our company before loss declaration at the current airport;

B: 行李用当天的后续航班运达；

B: The baggage arrives by a subsequent flight on the same day;

C: 行李贴挂有免除责任行李牌，其免责项目为“旅客晚交运行李”；

C: The baggage tag is attached with a liability exemption tag, and the exemption item is "delayed baggage check-in by passenger";

D: 行李系超限行李，因载量不足而被撤下；

D: The baggage is excess baggage, and was removed due to insufficient carrying capacity;

E: 旅客的永久或长期地址为托运行李的目的地。

E: The passenger's permanent or long-term address is the destination for the checked baggage.

(2) 经过查询，确定旅客的托运行李已丢失需要赔偿时，补偿费应在赔偿金额内扣除。如行李经查询后找到，旅客不需要偿还临时生活费。

(2) If it is determined after search that the passenger's checked baggage is lost and to be compensated for, the compensation should be deducted from the compensation amount. If the baggage is found after search, the passenger will not have to repay the temporary living expenses.

3. 赔偿和诉讼

3. Compensation and litigation

(1) 旅客在领取托运行李时未提出书面异议，即为该托运行李已完好交付并与运输凭证相符的初步证据。

(1) The passenger's failure to raise a written objection when claiming his/her checked baggage is preliminary evidence that the checked baggage has been delivered in good condition and matches the transport document.

(2) 托运行李发生损失的，旅客应当在发现损失后向海南航空、大新华航空书面提出异议，至迟应当自收到托运行李之日起 7 日内提出；破损或污损行李应在离开行李认领区域前向海南航空、大新华航空或代理人提出申明并办理行李运输差错事故记录。托运行李发生延误的，至迟应自托运行李交付旅客之日起二十一日 内书面提出异议或索赔要求；旅客逾期未提出异议或索赔的，视为放弃延误损失索赔或没有造成损失。

(2) If the checked baggage is lost, the passenger should raise a written objection to Hainan Airlines or Grand China Air after discovering the loss no later than seven days from the date of receipt of the checked baggage; damaged or soiled baggage should be declared to Hainan Airlines, Grand

China Air, or the agent before leaving the baggage claim area, and a record of a baggage transport mistake should be handled. If the checked baggage is delayed, an objection or claim should be raised in writing no later than 21 days from the date of its delivery to the passenger; if the passenger fails to raise any objection or claim during this period, he/she will be deemed to give up the claim for delay damages or suffer no loss.

(3) 关于赔偿责任的诉讼时效期间为二年，应从飞机到达目的地点之日起，或从飞机应当到达目的地点之日起，或从运输终止之日起计算，否则就丧失任何损失的诉讼权。

(3) The limitation of action for the compensation liability is two years, calculated from the date on which the aircraft arrives or should arrive at the destination, or from the date of termination of transport, otherwise the right to sue for any loss will be lost.

二、 国际航班

II. International flights

1. 赔偿限额一般规定

1. General provisions on compensation limits

(1) 对于符合《蒙特利尔公约》条件的航班，每名旅客托运行李和非托运行李的最高赔偿限额为 1519 特别提款权；除非旅客在向承运人交运托运行李时，特别声明在目的地点交付时的利益，并在必要时支付附加费。在此种情况下，除承运人证明旅客声明的金额高于在目的地点交付时旅客的实际利益外，承运人在声明金额范围

内承担责任。对于托运行李的赔偿，在没有购物发票等充分证据证明的情况下，每公斤 30 美元为限额。

(1) For flights that meet the conditions of the Montreal Convention, the maximum compensation limit for checked and unchecked baggage per passenger is 1,519 special drawing rights, unless the passenger specifically declares his/her interests in delivery at the destination, and pays a surcharge when necessary when checking in his/her baggage with the carrier. In this case, unless the carrier proves that the amount declared by the passenger is higher than the actual interests of the passenger at the time of delivery at the destination, the carrier will be liable within the declared amount. The compensation for any checked baggage is limited to US\$30 per kilogram without sufficient evidence such as shopping invoices.

注：特别提款权的价值约为 1.35 美元，可根据当日兑换率上下浮动。

Note: The value of a special drawing right is about US\$1.35, and can fluctuate based on the daily exchange rate.

(2) 对于符合《华沙公约》条件的航班，托运行李赔偿限额为每公斤 17 特别提款权。非托运行李的赔偿限额为 332 特别提款权。如行李的实际损失低于此标准，将根据行李的实际损失进行赔偿。

(2) For flights that meet the conditions of the Warsaw Convention, the compensation limit for checked baggage is 17 special drawing rights per kilogram. The limit of

compensation for unchecked baggage is 332 special drawing rights. If the actual loss of baggage falls below this rate, compensation will be based on the actual loss.

注：特别提款权的价值约为 1.37 美元，可根据当日兑换率上下浮动。

Note: The value of a special drawing right is about US\$1.37, and can fluctuate based on the daily exchange rate.

2. 晚到行李临时生活费补偿

2. Compensation for temporary living expenses for delayed baggage

(1) 支付晚到行李赔偿费规定

(1) Provisions on payment of compensation for delayed baggage

海航原因导致旅客行李晚到时，可根据实际情况向旅客发放临时生活补助，方便旅客购置生活必需品，但所发放的临时生活补助，合并计入与旅客最终洽谈的晚到行李赔偿总额中。

If the passenger's baggage arrives late for any reason attributed to Hainan Airlines, a temporary living subsidy may be granted to the passenger as the case may be to facilitate the purchase of daily necessities. However, the temporary living subsidy so granted will be included in the total compensation amount for the delayed baggage finally agreed on with the passenger.

(2) 支付临时生活补助的条件

(2) Conditions for payment of temporary living subsidy

A: 旅客提出要求，行李的延误确实给旅客造成直接损失，并能提供有效证据。

A: The passenger makes a claim, the delay of the baggage has actually caused direct losses to the passenger, and valid evidence is available.

B: 行李在当天不能够送达旅客指定地点。

B: The baggage cannot be delivered to the location designated by the passenger on the same day.

C: 旅客的目的站非旅客定居住地。

C: The destination airport of the passenger is not in his/her place of residence.

(3) 旅客到达后，行李未能用当天随后航班运达时，可付给旅客临时生活费

(3) If the baggage cannot be delivered by a subsequent flight on the same day after the arrival of the passenger, a temporary living subsidy may be granted to the passenger.

A: 公务舱旅客临时生活费标准为 100 美元，在此基础上，每延误一天补偿 50 美元，公务舱旅客的临时生活费以 200 美元为限额。

A: The temporary living subsidy for business class passengers is US\$100, to be increased by US\$50 per day of delay on this basis. Temporary living expenses for business class passengers are limited to US\$200.

B: 经济舱旅客临时生活费标准为 50 美元，在此基础上，每延误一天补偿 25 美元，经济舱旅客的临时生活费以 100 美元为限额。

B: The temporary living subsidy for economy class passengers is US\$50, to be increased by US\$25 per day of delay on this basis. Temporary living expenses for economy class passengers are limited to US\$100.

(4) 经过查询，确定旅客的交运行李已丢失需要赔偿时，补偿费应在赔偿金额内扣除；如行李经查询后找到，旅客不需要偿还临时生活费。

(4) If it is determined after search that the passenger's checked baggage is lost and to be compensated for, the compensation should be deducted from the compensation amount; if the baggage is found after search, the passenger will not have to repay the temporary living expenses.

(5) 如果延误运输的行李是因为载量而被拉下的超限行李，可不付临时生活补偿费。

(5) If the delayed baggage is excess baggage that is left behind due to the carrying capacity, temporary living compensation will not have to be paid.

(6) 行李延误的赔偿，不得超过行李丢失赔偿的最高限额。

(6) The compensation for delayed baggage should not exceed the maximum limit of compensation for lost baggage.

3. 赔偿和诉讼

3. Compensation and litigation

(1) 托运行李发生损坏或者延误，旅客应当在发生损坏或者延误后立即向海南航空、大新华航空提出异议。

(1) If the checked baggage is damaged or delayed, the passenger should raise an objection to Hainan Airlines or Grand China Air immediately after the occurrence of such damage or delay.

(2) 旅客领取了托运行李后，若发现托运行李发生损坏的，最迟应当在实际收到托运行李之日起 7 天内以书面形式提出。托运行李发生延误的，最迟应当在托运行李交付旅客之日起 21 日内以书面形式提出

(2) If the passenger finds that his/her checked baggage is damaged after claiming it, he/she should indicate this in writing no later than seven days from the date of actual receipt of the checked baggage. If the checked baggage is delayed, such delay should be indicated in writing no later than 21 days from the date of its delivery to the passenger.