
Appendix 18 Air Carrier Service

1. Introducing China Eastern

Headquartered in Shanghai, China Eastern Air Holding Co. Ltd (CEAH) is one of the three major air transportation groups in China and could be traced back to the first squadron established in January, 1957 in Shanghai.

CEAH continues to promote industrial transformation and upgrading and strives to build '3+5' industrial structure layout, focusing on three pillar industries: full service, low cost and logistics and five-industry synergy: MRO, Air Catering, technological innovation, finance and industrial investment.

As the core business of CEAH, China Eastern Airlines Co., Ltd. (CEA) is the first Chinese airline to be listed on New York, Hong Kong and Shanghai stock markets in 1997. It operates a modern fleet of over 750 passenger and cargo aircraft, and takes the lead in China in terms of the fleet age, number of wide-body aircraft with internet access, business and technology models.

As a member of SkyTeam Alliance, CEA has extended its flight network from its core hub Shanghai to 1,150 cities in 175 countries via close cooperation with SkyTeam Alliance member airlines. It serves over 130 million travelers annually and ranks top 10 in the world. Eastern Miles members can enjoy the membership rights of SkyTeam's 19 airlines and more than 750 airport VIP lounges worldwide.

China Eastern is committed to creating wonderful journey experiences for passengers around the world with "accurate, delicate and precise" service. In recent years, China Eastern Airlines has won awards both at home and abroad in the field of operation quality, service experience, CSR, etc., including the Diamond Flight Safety Award by CAAC - the highest award of its kind in China, eight consecutive years of Top 50 Most Valuable Chinese Brands by WPP, and four consecutive years nomination of "Global Brand Value 500" by Brand Finance.

For more information, please find official website www.ceair.com, or contact service hotline (+86) 95530.



2. Introduction of China Eastern's Preferential Policy for CIIE

China Eastern's preferential policies serve the organizers and participants of this year's CIIE.

Preferential Policy for CIIE Organizers:

After the organizer submits the application, our sales office will help you arrange the itinerary of the participants. We can also assist in arranging the itinerary in China during Expo period.

Preferential Policy for CIIE Participants:

To provide concessionary business class and economy class tickets for participants, delegates could book seat and issue ticket at the designated direct sales office of China Eastern Airlines. For further information, please contact us.

Policy explanation:

- 1) Application rule for preferential policies (such as number of people, country, etc.)
 - China Eastern preferential policies for CIIE could be used by groups from all over the world who come to China to participate the Expo, customers in China, as well as Expo organizers (venues, conference centers) and terminal customers (enterprise customers).
 - Number of participants: The number of participants should purchase no less than 50 tickets for China Eastern Airlines.
 - According to the international flight sales policy, a discount of more than 20% could be given based on the sales class (including first class, business class and economy class) according to the off-peak season .
 - According to the domestic flight sales policy, a discount of 5% -10% could be given based on the sales class (including first class, business class, and economy class) according to the off-peak season.
- 2) Application time and channels for preferential policies of CIIE

For the CIIE preferential policies of China Eastern Airlines, please log in the official website of China Eastern www.ceair.com 90 days in advance, or dial China Eastern service hotline (+86) 95530 to apply.
- 3) Could accompanying personnel of CIIE participants such as family members, enjoy these preferential policies?

Members approved by the organizer could enjoy these preferential policies.

Note: The final interpretation of this preferential policy belongs to China Eastern Airlines.

3. Air carrier service

As the "Designated Air Carrier of China International Import Expo", China Eastern Air Holding Co. Ltd (CEAH) will provide international ticket discounts for participants travel to China during the CIIE period.

Applicable personnel include CIIE participants, visitors, invited guests and partners' employees as well as their accompanying personnel.

China Eastern Service Hotline: (+86) 95530