



Addendum to Finnair's General Conditions of Carriage applicable to Finnair flights departing from or transiting within the People's Republic of China (excluding Hong Kong, Macao and Taiwan)

Pursuant to the latest "Regulations on the Management of Public Air Transportation Service for passengers" issued by Civil Aviation of China, Finnair's General Condition of Carriage are complemented by reference with the regulations listed below, and they apply to Finnair's flights departing or transiting within the People's Republic of China (excluding Hong Kong, Macao and Taiwan).

Please pay attention to the relevant regulations in the following areas:

- Regulations applicable to passengers travelling with medical conditions, children travelling alone, infants, pregnancy, and other special passengers. You can find more detailed information on the "Special Assistance and Health" page of Finnair's website.
- Animal transportation regulations can be found on the "Traveling with Pets" page of Finnair's website.
- Complaints and claims can be made by using the instructions and forms on the "Complaints and Claims" page on Finnair's website or by calling Finnair's customer service center at +862160314544 or by sending an email to greaterchina@finnair.com.
- Specific requirements regarding transportation of baggage, including checked baggage, carry-on baggage and extra baggage, as well as other baggage regulations, can be found on the "Baggage" page of Finnair's website.
- Information on your rights in case of oversold flights can be found on "Overbooked flights" page of Finnair's website.
- More information on the applicable regulations can be found on "Frequently Asked Questions" page of Finnair's website.

Finnair's General Conditions of Carriage applicable to Finnair flights departing from or transiting within the People's Republic of China (excluding Hong Kong, Macao and Taiwan) have been last updated on **September 08, 2023**

