

## Ethiopian airlines Preferred seat selection term and conditions.

### 埃塞俄比亚航空优选座位使用条款与细则。

1. The following terms and conditions shall apply to select your seat based on your preference before flight departure, whether you prefer to be seated at the front or back of the plane, enjoy extra legroom, a great view from the window seat, or access from the aisle seat to get up and move around.

1. 您在航班起飞前所购买的优选座位产品须符合以下所述条款与细则。优选座位产品可满足乘客的各类需求，您可根据个人偏好选择坐在飞机前部或后部座位、腿部加宽座位、靠窗观景座位或是便于移动的靠走道座位。

2. We're giving you the flexibility to reschedule your trip with no change fees before payment is effected. If you selected and paid for your seat, you can't change to another seat.

2. 选座付费前，您可以任意调整座位的选择，不会收取任何费用；选座付费后将不可调换座位。

3. At the time of schedule change, we will try to re-accommodate you with identical seat but in the unlikely scenario where by identical seat is not available, another preferred seat with similar character will be given. E.g. If you previously purchase front row aisle seat, you can be accommodated with front row middle seat or window.

3. 当发生航变时，我们会重新为您安排与之前所购买的相同的座位。如遇特殊情况无法安排相同的座位，我们会给您安排另一个与您之前所购买相似的优选座位。例如：您购买了前排靠走道的座位，发生航变后该座位不可选，我们可以重新为您安排前排的中间或靠窗座位。

4. We'll do our best to provide the seats you reserve. However, we may have to move you to a different seat in case of disruption, aircraft change, or for any other operational, safety or security reasons. Seat reservations are subject to change up until flight departure. Therefore, refund requests can only be submitted after your flight departs.

4. 我们会竭尽全力为您安排您所选择的座位。如遇航变、飞机调换或任何其他基于操作或安全考虑的特殊情况，我们可能会将您调整到其他座位。航班起飞前座位安排可能会发生变化，因此，如需退款，退款申请须在航班起飞后提交。

5. passenger travelling with infant not guaranty preferred seat for free. However, if these seats are not occupied after boarding, priority will be given for passenger with infant.

5. 我们无法保证带婴儿的乘客一定能免费使用优选座位，然而，如优选座位在登机后未

被使用，我们将优先安排带婴儿的乘客使用。

6. Please note that the amount paid for the selected seat is non-refundable, on- transferable and non-exchange.

6. 购买优选座位后，不可退款、转让或调换。

7. Your seat selection cannot be confirmed until you finish purchase

7. 您所购买的优选座位须在付款完成后才能确认。

8. Preferred Seat reservation will be cancelled after 1 hours, if payments not affected within this time frame

8. 我们将为您的优选座位预定保留 1 小时，如在此时限内付款未完成预定将被取消。

9. Seat purchase value is refundable in case of involuntary changes to your seat due to safety, security and operational reasons.

9. 如因运营或安全等原因发生非自愿座位调整，优选座位购买费用可退还。

10. In case of involuntary changes to your seat due to operational, safety or security reasons, you are eligible for a refund only in the following cases: ○ **Premium seat** re-seated on a Regular

○ **Exit Row with extra legroom** re-seated on a Regular

○ 加宽座位调成为普通座位；

○ 紧急出口座位调整为普通座位。

10. 如因运营或安全等原因发生非自愿座位调整，仅在下列情况下可以退款：

11. Refunds will include the total amount paid for seat selection minus taxes (where not refundable). For flights already taken, the refund will be compared to your last selected seat before involuntary changes.

11. 退款金额为购买优选座位的总金额减去税费(税费不可退)。对于已经乘坐了选座航班的乘客，退款将按照非自愿调座之前您所选的座位进行计算操作。

12. Customers are not eligible for seat selection refunds if: ○ They're travelling in a higher cabin class due to voluntary or involuntary upgrade;

- They selected a lower value seat after buying a higher value seat;
- They added their Sheba miles membership to the reservation after booking seats;
- They've made voluntary flight changes to their itinerary (including flight dates, inbound or outbound destination, or if their changed flight is operated by another airline.)
- 乘客乘坐了更高等级的舱位，无论自愿或非自愿升舱；
- 乘客购买了价值较高的座位后，选择了价值较低的座位；
- 乘客选座后将 ShebaMiles 常旅客会员信息录入到优选座位预定记录中；
- 乘客自愿更改了行程(包括航班日期、进出港目的地或者运营航司的更改)。

12. 在下列情况下所购优选座位不可退款：

13. For Business Class (cloud 9), no need to pay for seat selection. If you're travelling in Economy Class on economy promo, semi flex and flex fares, you can select a regular or a preferred. You can also pay to select a Premium seat at front row and bulkhead seats at exit row with extra legroom. You can view the cost of seat selection charges for passengers travelling in Economy Class are only applicable to flights operated by Ethiopians. If you're travelling on a flight with one of our codeshare partner airlines, please check with the partner airline.

13. 商务舱(“九重天”)乘客无需支付选座费用。如果您购买的是经济舱促销机票或折扣机票，您可以选择普通座位或优选座位。您可以付费选择前排舒适加宽座位和紧急出口腿部加宽座位。经济舱乘客优选座位的费用仅适用于埃塞俄比亚航空运营的航班，如您乘坐的是我们的代码共享合作航空公司的航班，请联系该航空公司了解相关产品。

14. Passenger with reduced mobility (PRM), blind passengers, children under 12 years, passengers with infants, prisoners with escort and deportees are restricted from sitting in the exit row

#### 14. 行动不便的乘客、视觉障碍的乘客、12 岁以下儿童、带婴儿的乘客、被押送人员和被驱

逐出境人员不可使用紧急出口座位。

- 15. Only passengers who can meet the following criteria can be seated in these rows: ○ Be willing to accept and carry out the responsibilities.
  - Be adult Passenger and able to perform the listed activities without assistance.
  - Do not have other responsibilities such as caring a small child.
  - Have no pre-existing condition (Physical or psychological) that might cause harm or prevent the person from performing these functions.
  - Read, hear and see well enough to understand instructions given for the opening of exits and perform the required functions.
  - Speak well enough to give information and instruction to other passengers during an emergency.
  - Be physically fit, strong and flexible enough to operate the exit and clear it of obstructions (may need to remove hatches that may weigh up to 35kgs/65lbs)
  - Be able to stabilize the escape slide, help other passengers get out through the exit and off the escape slide.
- 15. 只有符合以下条件的乘客才可使用紧急出口座位： ○ 愿意承担并履行责任；
  - 须为成年乘客，并能够在无协助的情况下执行所要求的操作；
  - 无其他责任，如照顾小孩；
  - 不存在可能会阻碍安全操作的状况(身体或心理的)；
  - 具备正常的阅读能力、听力和视力，能够理解紧急出口操作说明，并可以执行所要求的操作；
  - 表达流利，以便在紧急情况下向其他乘客提供信息和指导；
  - 身体健康，可以进行紧急出口操作、清除障碍物（可能需要移除重达 35 公斤/65 磅的
  - 能够稳定逃生滑梯，帮助其他乘客通过紧急出口滑出逃生滑梯。

舱门)；

16. Passengers sitting in exit row may be called upon to perform the following functions in the event of an emergency: ○ Locate the emergency exit
- Comprehend the instructions for operating the emergency exits.

- Operate the emergency exits.
- Assess whether opening the emergency exit will increase the hazards to which passengers may be exposed.
- Follow oral directions and hand signals given by a crew member.
- Stow or secure the emergency exit window so it will not impede use of the exit.
- Pass expeditiously through the emergency exit.
- Assess, select and follow a safe path away from the emergency exit.
- 找到紧急出口的位置；
- 了解紧急出口的操作说明；
- 操作紧急出口；
- 评估开启紧急出口会否增加乘客可能面对的危险；
- 执行乘务人员的口头指示和手势；
- 安放或固定紧急出口窗，使其不会妨碍出口的使用；
- 尽快通过紧急出口；
- 评估、选择并沿着安全路径离开紧急出口。

16. 在紧急情况下，坐在紧急出口排座位的乘客可能会被要求执行以下操作：

17. If your itinerary includes connecting flights or stops where you leave the airport, you will be able to select and pay for a seat on each flight leg of your journey. For example, on Johannesburg(JNB) – Washington DC (WAS), you’d need to pay for seat selection on the route from Johannesburg(JNB) – Addis Ababa (ADD) and also on the long haul from Addis Ababa (ADD) – Washington DC (WAS).

17. 如果您的行程需要转机或中途需要离开机场进行停留，您需要分别选择并支付行程中每个航段的座位。例如，您的行程是约翰内斯堡（JNB）中转亚的斯亚贝巴（ADD）至华盛顿

（WAS），您需要支付从约翰内斯堡（JNB）到亚的斯亚贝巴（ADD）的航段选座以及从亚的斯亚贝巴（ADD）到华盛顿（WAS）的航段选座费用。

18. If any of the flights in your itinerary has a technical stop where you don’t leave the airport, you will be able to select only one seat for all the flight legs sharing the same flight number. For example, if you are flying between Addis Ababa and Washington DC on ET500, your flight may stop in Dublin. You will be able to select only one seat for the full journey between Addis Ababa and Washington DC, provided there are no voluntary stops taken at Dublin.

18. 如果您的航班行程中有不需要离开机场的技术经停，那么前后航段将使用同样的航班号而您只须选择一次座位。例如：如果您乘坐航班号 ET500 的航班往返亚的斯亚贝巴和华盛顿，您的航班可能会在都柏林技术经停，如果您到达都柏林后没有自愿离开机场在该城市停留，则您整个亚的斯亚贝巴至华盛顿的航程中只须选择一次座位。

19. Ethiopian Sheba miles members may enjoy different seat selection benefits depending on their tier.

19. 埃塞俄比亚航空 ShebaMiles 常旅客会员可根据其级别享受不同的优选座位福利。