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Pul Express GmbH | 07.03.2020



Informationen zum Coronavirus/COVID-19
S7 Airlines: On the prohibition of ticket
issuance on S7 flights to the Republic of
Kazakhstan

Sehr geehrte Reisebüropartner,

hier eine weitere Information zum Thema Corona Virus von S7 Airlines:

"Dear Agents!

Please be informed that in connection with the order of the authorities of the Republic of Kazakhstan No. 22-5/2326 of March 5, 2020 citizens of the countries indicated below will be denied transportation on JSC Siberia Airlines (S7) own flights to the Republic of Kazakhstan starting from March 7, 2020:

- *People's Republic of China*
- *Islamic Republic of Iran*
- *Republic of Korea*
- *Italian Republic*

Citizens of foreign countries who are not citizens of the Republic of Kazakhstan and stateless persons who have visited the countries mentioned above for the last 30 days will be denied transportation on S7 own flights to the Republic of Kazakhstan, starting from March 7, 2020.

From March 07, 2020 for citizens of the countries mentioned above, as well as for citizens of foreign countries who are not citizens of the Republic of Kazakhstan and stateless persons who have visited the countries mentioned above for the last 30 days, it is prohibited to issue tickets on S7 own flights to the Republic of Kazakhstan.

Exceptions:

- *Members of the official and government delegations*
- *Holders of the official and diplomatic passports*
- *Crew members and airline pilots*

It is permitted to provide involuntary refund of tickets issued:

- *on stock 421*
 - *for citizens of the countries mentioned above as well as for citizens of foreign countries who are not citizens of the Republic of Kazakhstan and stateless persons who have visited the countries mentioned above for the last 30 days*
 - *on S7 own flights to the Republic of Kazakhstan*
 - *with date of issue until March 7, 2020 inclusively*
 - *on the departure dates from March 07 to March 31, 2020 inclusively*
- Involuntary refund is provided at the place of the tickets issue.

For tickets issued from March 08, 2020 for citizens of the countries mentioned above, a voluntary refund is provided in accordance with the fare rules.

In case of the questions about procedures with tickets issued on stock of another carrier, passengers shall be redirected to the validating carrier."

Herzliche Grüße aus Berlin

Ihr Pul Express Team

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