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Pul Express GmbH | 10.03.2020



Informationen zum Coronavirus/COVID-19 Aeroflot: New instruction for rebooking/refund SU tickets

Sehr geehrte Reisebüropartner,

untenstehend erhalten Sie weitere Sonderregelungen betreffend die Erstattung und Umschreibung von Tickets von Aeroflot Russian Airlines auf den Strecken von/nach Deutschland, Frankreich, Italien, Israel und Spanien aufgrund der derzeit eingeschränkten Reisemöglichkeiten:

"MOWZDSU 101736/MAR20

ATTN: SALES MANAGERS / REPRESENTATIVES ABROAD AND IN RUSSIA

For tickets on the SU/555 stock (regardless of the validity period), with the point of departure and / or destination in the cities of **Italy, Israel, fulfilling the following conditions:**

- Original tickets are issued before 10.03.2020 inclusive and contain flights with departure dates on unused segments from 10.03.20 to 31.05.2020 inclusively
- Seat cancellation is completed no later than 40 minutes before the flight departure using the first unused ticket coupon,

Until further notice, it is allowed:

- Refund under the involuntary scheme (including after a one-time involuntary re-issue),
- A one-time involuntary re-issue to flights under the SU code with the preservation of the original points of departure/destination and within the original class of service with a new departure date on the changed segments no later than 31.12.2020 inclusively;
- Re-issue to any Aeroflot flights, which are scheduled not later than 31.12.2020 without charging penalties, but subject to the remaining rules for applicable fares.

Involuntary refunds can be executed via GDS.

For tickets on the SU/555 stock (regardless of the validity period), with the point of departure and / or destination in the cities of **Spain, France, Germany, fulfilling the following conditions:**

- Original tickets are issued before 10.03.2020 inclusively and contain flights with departure dates on unused segments from 10.03.20 to 31.05.2020 inclusively;
- Seat cancellation is completed no later than 40 minutes before the flight departure using the first unused ticket coupon,

Until further notice, it is allowed:

- A one-time involuntary re-issue to flights under the SU code with the preservation of the original points of departure/destination and within the original class of service with a new departure date on the changed segments no later than 31.05.2020 inclusively;
- Re-issue to any Aeroflot flights, which are scheduled not later than 31.05.2020 without charging penalties, but subject to the remaining rules for applicable fares.

The number of this telegram must be entered in the Endorsements/Restrictions column of the new ticket.

For group bookings on routes to / from **Italy, Israel, which include flights with departure dates up to 31.05.2020 inclusively, for which no tickets were issued, it is allowed to refund deposits made as of 10.03.2020, provided that the reservation is canceled no later than the deadline set by the rules for issuing group tickets or making 100% payment (whichever comes earlier).**

Best regards

Aeroflot Airlines"

Herzliche Grüße aus Berlin

Ihr Pul Express Team

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