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Pul Express GmbH | 12.03.2020



## Informationen zum Coronavirus/COVID-19 About procedures with tickets containing S7 flights to/from Germany, Italy, Spain, Franceblere Konditionen

Sehr geehrte Reisebüropartner,

hier eine weitere Information zum Thema Coronavirus von S7 Airlines:

"Dear Colleagues,

*Please be informed about procedures of working with tickets issued on stock 421 in individual reservations and containing JSC Siberia Airlines (S7) own flights to destinations to/from Germany, Spain, Italy, France on the departure dates from March 13 to May 31, 2020 inclusively.*

*For tickets containing S7 own flights to/from Germany, Spain, Italy, France on the departure dates from March 13 to May 31, 2020 inclusively, at passenger's request, it is allowed to provide:*

*1) Involuntary reissuance on S7 own flights with maintaining the class of service:*

*a. With reroute to directions with departure to/from airports located in European countries, to new departure dates until May 31, 2020*

*b. To all directions, except of those specified in point 1a, it is allowed to reroute voluntarily in accordance with the conditions in point 2 of this Letter*

*2) Voluntary reissuance on S7 own flights regarding the conditions below:*

*a. With reroute to any direction (international/domestic) for any new departure dates b. In any available reservation code (without fare amount downgrade, or with an additional charge of the fare and/or taxes)*

*c. Without charging a reissue penalty according to the fare rules (in case the reissuance provides more than 40 minutes before departure)*

*3) Involuntary refund, regardless of the information about the flight cancellation in the reservation.*

*Involuntary refund shall be provided at the place of tickets purchase.*

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

*The Letter 090002428052c138 On procedures with tickets containing S7 to/from DE, IT, ES, FR of 10.03.2020 ceases to be effective since this document № 090002428052c17d of 12.03.2020 is signed.*

*Please find below [link](#) and also on partnerpage of S7 Airlines all infos regarding refund of tickets for cancelled flights in europe due to corona virus."*

Mit freundlichen Grüßen

Ihr Pul Express Team

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