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Pul Express GmbH | 12.03.2020



Informationen zum Coronavirus/COVID-19 S7 Airlines: Information about flights to European countries

Sehr geehrte Reisebüropartner,

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

"About flights to Europe"

In accordance with the Ministry of Transport of Russian Federation, from March 13 to May 31, 2020 S7 Airlines temporarily cancels all its regular scheduled flights from Russia to Italy, Spain, France and Germany. You can return home with charter flights specified below. Please note: these lists differ for Russians and citizens of other countries. We will reissue foreign citizens only for flights from Russia, Russian citizens – only for flights to Russia.

If you find your flight in these lists, no need to exchange the ticket. Just arrive at the airport at least three hours before departure.

Flights from Russia – only for foreign nationals (citizens of the Russian Federation will not be accepted for carriage)

Germany

- March 13, S7 3575, Moscow-Berlin
- March 15th, S7 3575, Moscow-Berlin
- March 13, S7 3571, Moscow-Dusseldorf
- March 15th, S7 3571, Moscow-Dusseldorf
- March 13, S7 3555, Moscow-Munich
- March 14th, S7 3555, Moscow-Munich
- March 15th, S7 3555, Moscow-Munich
- March 16, S7 3555, Moscow-Munich
- March 14th, S7 5883, Novosibirsk-Munich

Spain

- March 15th, S7 6101, St. Petersburg-Alicante
- March 13, S7 3641, Moscow-Alicante
- March 14th, S7 3641, Moscow-Alicante
- March 15th, S7 3641, Moscow-Alicante
- March 16, S7 3641, Moscow-Alicante
- March 13, S7 3661, Moscow-Barcelona
- March 14th, S7 3661, Moscow-Barcelona
- March 15th, S7 3661, Moscow-Barcelona
- March 13, S7 3665, Moscow-Tenerife
- March 16, S7 3665, Moscow-Tenerife

France

- March 14th, S7 3755, Moscow-Chambery
- March 14th, S7 3751, Moscow-Nice

Italy

- March 15th, S7 3613, Moscow-Catania
- March 14th, S7 3617, Moscow-Naples
- March 15th, S7 3597, Moscow-Pisa
- March 14th, S7 3629, Moscow-Turin
- March 14th, S7 3585, Moscow-Verona
- March 15th, S7 3585, Moscow-Verona

Flights to Russia, carried only Russian citizens

Germany

- March 13, S7 3576, Berlin-Moscow
- March 15th, S7 3576, Berlin-Moscow
- March 13, S7 3572, Dusseldorf-Moscow
- March 15th, S7 3572, Dusseldorf-Moscow
- March 13, S7 3556, Munich-Moscow
- March 14th, S7 3556, Munich-Moscow
- March 15th, S7 3556, Munich-Moscow
- March 16, S7 3556, Munich-Moscow
- March 14th, S7 5884, Munich-Novosibirsk

Spain

- March 15th, S7 6102, Alicante-St. Petersburg
- March 13, S7 3642, Alicante-Moscow
- March 14th, S7 3642, Alicante-Moscow
- March 15th, S7 3642, Alicante-Moscow
- March 16, S7 3642, Alicante-Moscow
- March 13, S7 3662, Barcelona-Moscow
- March 14th, S7 3662, Barcelona-Moscow
- March 15th, S7 3662, Barcelona-Moscow
- March 13, S7 3666, Tenerife-Moscow
- March 16, S7 3666, Tenerife-Moscow

France

- March 14th, S7 3756, Chambery-Moscow
- March 14th, S7 3752, Nice-Moscow

Italy

- March 15th, S7 3614, Catania-Moscow
- March 14th, S7 3618, Naples-Moscow
- March 13, S7 3598, Pisa-Moscow
- March 15th, S7 3598, Pisa-Moscow
- March 14th, S7 3630, Turin-Moscow
- March 14th, S7 3586, Verona-Moscow
- March 15th, S7 3586, Verona-Moscow

If you didn't find your flight there, you can:

1. Reissue a ticket for a charter flight

- If you purchased a ticket on s7.ru, in our app or through the S7 Airlines Contact Center, please reach the S7 Airlines Contact Center.
- If you made a booking at some travel agency or somewhere on the internet (except s7.ru) or at the ticket offices, please require the exchange at the place of purchase.

2. Get a full refund

- If you purchased a ticket on s7.ru, in our app or through the S7 Airlines Contact Center, make a refund in "[Manage My Booking](#)" section
- If you made a booking at some travel agency or somewhere on the internet (except s7.ru) or at the ticket offices, please require the ticket refund at the place of purchase.

3. Exchange your ticket for another S7 Airlines flight

You won't be charged if you were going to fly between March 10 and May 31, 2020, and you would like to depart later. You can exchange your ticket even with Economy Basic or Business basic fares. Also, you don't need to fly to Europe if you don't want to. There is an option to reissue your ticket on another destination: within Russia, for example. Then you will have to pay only the difference in cost between an old ticket and a new one.

Terms of Exchange:

- If you planned to fly from March 10 to May 31, 2020.
- If your flight has not yet taken place. We recommend to apply for a change as soon as possible, at least 48 hours before the departure.

Change your ticket with no extra cost

If your new departure date is no later than Sunday 31 May 2020, or you are planning to travel to the same destination or to another city in Europe.

Pay only the difference between the old and the new ticket

If you want to fly to Europe after May 31 or not to fly there at all and get a ticket to another direction of S7 Airlines.

Mit freundlichen Grüßen

Ihr Pul Express Team

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