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Pul Express GmbH | 12.03.2020



Informationen zum Coronavirus/COVID-19 PS/UIA informiert "COVID-19" Umbuchungs und Stornierungsregelungen ab 11. MAR 2020

Sehr geehrte Vertriebspartner,

aufgrund der aktuellen COVID-19 Situation, informieren wir Sie hiermit über unsere geänderten neuen Buchungs- und Stornierungsbedingungen für unsere PS Flüge

Folgende Regelungen treffen ab dem 11.03.2020 in Kraft:

GOM does not apply to 2020 - YR SITUATION!

For canceled flights:

Flights cancellations	Reroute to PS* flight	Conditions of changes	Refund	Original date	New travel dates	Reroute to other carrier
SR: 2020YR SITUATION						
Any cancelled flight, status UN	-YES in the same RBD and Fare Family, -If no original RBD – with fare/tax diff in the same Fare Family	NO XP, penalty /any fare diff to be paid	YES, Full refund possible as last option	any date	For TLV till 31May20 Changes of others flights - according to ticket validity	Not possible
	-From DNK/ODS/HRK-KBP to IST or TLV – no fare/tax diff in the same Fare Family	NO XP, penalty / NO fare diff (possible rebooking to U, J class)				

*rerouting to other carriers is not possible.

Rebooking or refund of ancillary services - allowed.

Changes according to ticket validity.

Return date could be flexible and changed according to PAX request.

For flights which will be operated

Routing	Reroute to PS* flight	Conditions of changes	Refund	Original date	New travel dates	Reroute to other carrier
passenger request: DUE TO COVID-19 situation**						
All countries/Ukraine – Israel and Israel – Ukraine/all countries	-YES in the same RBD and Fare Family, -If no original RBD – with fare/tax diff in the same Fare Family	NO XP, penalty/any fare diff to be paid	According to fare rules	MAR	till 31May20	NO
Ukraine- Germany, Switzerland		NO XP, penalty / any fare diff to be paid	According to fare rules	MAR, APR	Changes according to ticket validity	NO
All countries/Ukraine- Italy and Italy – Ukraine/all countries		NO XP, penalty / any fare diff to be paid	According to fare rules	MAR, APR	Changes according to ticket validity	NO
other destination		According to fare rules	According to fare rules	According to fare rules	MAR, APR	

*rerouting to other carriers not possible.

**At the time of itinerary cancellation please add to PNR SR: DUE TO CORONAVIRUS

In the e-mail below (from UA call center) you can find the information about the voluntary and involuntary rebooking options which may be offered to the customers traveling with issued tickets on flights in March and April 2020 to the impacted destinations (mentioned in the table below) and on canceled flights.

according to the new guideline:

- 1 Change date is permitted for rebooking in the same RBD and same Fare Family;
- 2 Cancel all segments but save the ticket to restore it to later restore it to new dates, fare difference has to be paid by PAX.
- 3 Change route is only allowed for partly used tickets issued on canceled flights from MIL/VCE to KBP. Difference in fares and taxes must be paid by PAX. Airport of origin can be changed from MIL/VCE to ROM/GVA and ZRH. Transfer to the new airport is provided. Passengers must print the tickets and fill out the special form (attached).
- 4 Refund (if permitted according to the information in the table) is the last option that should be offered to the customers!!!! In this case, XP is also refunded if ticket was issued in own UIA offices.

You can see to options in the table below:

- in case of passengers' requests to cancel or rebook the transportation DUE TO CORONAVIRUS
- in case of requests of passengers from canceled flights cancellation due to 2020YR SITUATION

Route	Rebooking to the next available flight	Change date within ticketed validity	Refund	Original date of travel	rerouting
Passenger request, DUE TO CORONAVIRUS					
All countries/Ukraine – Israel	No, only to flights after 01. APR	no xp and penalty; fare difference has to be paid by PAX	according to fare rules	MAR	Not permitted
Ukraine- Italy / Germany / Switzerland.	no xp and penalty; fare difference must be paid by PAX	no xp and penalty; fare difference must be paid by PAX	according to fare rules	MAR, APR	Not permitted
All countries - Ukraine- Italy* (transit)	no xp and penalty; fare difference must be paid by PAX	no xp and penalty; fare difference must be paid by PAX	according to fare rules	MAR, APR	Not permitted
Italy – India	no xp and penalty; fare difference must be paid by PAX	no xp and penalty; fare difference must be paid by PAX	according to fare rules	MAR, APR	Not permitted
Italy, Austria ,Spain ,France, Germany and Switzerland – Israel	no xp and penalty; fare difference must be paid by PAX	no xp and penalty; fare difference must be paid by PAX	according to fare rules	MAR, APR	Not permitted
Italy – Turkey/Egypt	no xp and penalty; fare difference must be paid by PAX	no xp and penalty; fare difference must be paid by PAX	according to fare rules	MAR, APR	Not permitted
other destination	according fare rules	according to fare rules	according to fare rules	MAR, APR	Not permitted
Flights cancellations due 2020YR SITUATION					
Any cancelled flight, status UN	Free of charge	no xp and penalty; fare difference must be paid by PAX	yes, last option	any date	Permitted, difference in fares and taxes must be paid by PAX

"DUE TO CORONAVIRUS" has to be indicated in the endorsement.

Wir wünschen Ihnen starke Nerven in diesen turbulenten Zeiten!

Herzliche Grüßen aus Berlin

Ihr Pul Express Team

Hauptsitz:
Pul Express GmbH
Meinekestr. 5
10719 Berlin
Deutschland

CEO: Antonina Syromyatnikova
Registergericht: Amtsgericht
Berlin-Charlottenburg
Registernummer: HRB 70525
USt-IdNr.: DE 204114226

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