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Pul Express GmbH | 16.03.2020



## Informationen zum Coronavirus/COVID-19 S7 Airlines: About procedures with tickets containing S7 flights to/from Austria, Bulgaria, Czech Republic, Cyprus, Croatia, Greece

Sehr geehrte Reisebüropartner,

hier ein Update zum Thema Coronavirus von S7 Airlines:

"Dear Colleagues,

*Please be informed about procedures of working with tickets issued on stock 421 and containing JSC Siberia Airlines (S7) own flights to destinations to/from Austria, Bulgaria, Czech Republic, Cyprus, Croatia, Greece on the departure dates from March 16 to May 31, 2020 inclusively.*

*For tickets containing S7 own flights to/from Austria, Bulgaria, Czech Republic, Cyprus, Croatia, Greece on the departure dates from March 16 to May 31, 2020 inclusively, at passenger's request, it is allowed to provide:*

### **For individual reservations**

#### Voluntary reissuance on S7 own flights regarding the conditions below:

- With reroute to any direction (international/domestic) for any new departure dates
- In any available reservation code (without fare amount downgrade, or with an additional charge of the fare and/or taxes)
- Without charging a reissue penalty according to the fare rules (in case the reissuance provides more than 40 minutes before departure)

### **For individual and groups reservations**

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."*

Mit freundlichen Grüßen

Ihr Pul Express Team

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