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Pul Express GmbH | 16.03.2020



Informationen zum Coronavirus/COVID-19
Aeroflot: Update Neue Instruktionen MOWZDSU132312/MAR20

Sehr geehrte Reisebüropartner,

hier ein Update zum Thema Coronavirus von Aeroflot:

"Sehr geehrte Geschäftspartner,

die untenstehenden, **neuen Instruktionen MOWZDSU132312/MAR20** gelten ab sofort und ersetzen alle bisherigen mit Ausnahme von MOWZDSU 241527/JAN20 (aktuell seit 05.02.2020) MOWZDSU 041750/FEB20 (aktuell seit 28.02.2020). Zur besseren Übersicht finden Sie in der Anlage eine übersichtliche, kurze Zusammenfassung:

In addition to the MOWZDSU132312/MAR20 telex.

We inform you that for SU/555 tickets issued on/before 15.03.2020 with unused flight segments for any SU international flights with a departure date until 30.04.2020 inclusively, a one-time (excluding the number of exchanges effected previously) involuntary rebooking to earlier dates is allowed for SU flights with keeping without change point of origin/destination. When re-issuing tickets, the telex number MOWZDSU132312 must be entered in the Endorsements / Restrictions of the new ticket.

MOWZDSU132312/MAR20

We inform you that starting 14.03.2020 the unification of the procedures for refund and re-issue of tickets on SU/555 stock, issued before 31.05.2020 inclusively, will be effective.

For passengers who are subject to restrictions of the country of departure, destination or transfer (prohibition of entry, exit or transit, threat of forced quarantine, cancellation of visa-free entry or cancellation of previously issued visas) according to the information published in the TIMATIC directory or on the IATA website in the [link](#).

Direct SU sales offices or SU call-center may refer to the information on the internal website of the Department of Economic Security in the documents section (summary table)

with tickets for flights starting from the date of introduction of these restrictions,

it is allowed at the passenger's choice:

1) a one-time exchange (excluding the number of exchanges effected previously) on the same route for any other dates no later than 31.12.2020 (ticket validity is extended to this date), without additional payments or penalties for changes if there are seats available in the same RBD, including the fare brand PROMO with indication in the new ticket of fare and charges for the exchanged ticket (if there are no seats available in the same RBD, the price must be recalculated according to paragraph 2);

or

2) a one-time exchange (excluding the number of exchanges effected previously) to other destinations at any date not later than 31.12.2020 with payment of the price difference (if any) according to the rules of the applicable fare, but without any penalties for changes;

for fares of PROMO brand (RSX, RSO) exchange is allowed with recalculation to fare brands Lite, Saver, Base;

or

3) refund according to the scheme of involuntary (including after a one-time exchange according to the pp.1, 2 and 4) at the place of ticket purchase no later than 31.12.2020, regardless of the ticket validity period. Refunds are allowed through GDS, provided that the passenger's passport details were entered in the PNR at the time of the ticket issue, indicating his/her citizenship, otherwise it is necessary to request an involuntary refund according to the procedure established for the relevant sales channel. Before canceling a reservation in PNR, it is recommended to enter the number of this telegram in the OSI element.

The exchange in points 1-2 can be effected before 31.12.2020 without consideration of the time limits for the exchange (including after the departure time of the original ticket). Ticket validity is extended to this date.

4) only for tickets with canceled flights under the SU code in addition to the standard rules of involuntary exchange / refund: A one-time exchange under the rules of involuntary (excluding previously made) for flights under the SU code to / from the nearest points (any point in the same country or in countries bordering it) on dates no later than 31.12.2020.

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

All previously sent instructions (telegrams) and addendums to them are cancelled starting 16.03.2020, with the exception of telegram MOWZDSU 241527/JAN20 (as amended on 05.02.2020) and telegram MOWZDSU 041750/FEB20 (as amended on 28.02.2020).

Best regards

Aeroflot Airlines"

Herzliche Grüße aus Berlin

Ihr Pul Express Team

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