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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 the Republic of Kazakhstan

Sehr geehrte Reisebüropartner,

hier ein Update zum Thema Corona Virus von S7 Airlines:

"Dear Colleagues,

Please be informed that in connection with the order of the authorities of the Republic of Kazakhstan No. 04-1-23/1476 of March 14, 2020 for citizens of the Republic of Kazakhstan, citizens of foreign countries, including citizens of the Russian Federation, entry and exit on the territory of the Republic of Kazakhstan from March 16, 2020 will be prohibited,

The exceptions:

Departure from the Republic of Kazakhstan is permitted only for:

- citizens of the Republic of Kazakhstan traveling abroad for medical treatment, in case of presentation of the documents confirming the health facilities;
- citizens of foreign countries, including citizens of the Russian Federation, who previously entered the territory of the Republic of Kazakhstan (for their departure from the Republic of Kazakhstan);

Entry into the Republic of Kazakhstan is allowed only:

- citizens of the Republic of Kazakhstan who have previously depart to the territory of a foreign country (in case of their return to the Republic of Kazakhstan);
- the staff of the diplomatic service of the country and foreign states, members of their families;
- members of delegations of foreign countries and international organizations going to the Republic of Kazakhstan at the invitation of the Ministry of Foreign Affairs of the Republic of Kazakhstan;
- members of train and locomotive crews;
- crews of aircraft and ships;
- service staff of foreign transboundary structures in the territory of the Republic of Kazakhstan and service staff of Kazakhstan transboundary structures in the territory of neighboring countries;
- citizens of foreign countries (stateless persons) holding a valid residence permit on the territory of the Republic of Kazakhstan;
- foreigners who are members of families of citizens of the Republic of Kazakhstan (in case of having a confirmation of family ties - spouse, their parents and children).

Due to this fact, for tickets containing JSC Siberia Airlines (S7) own flights to/from the Republic of Kazakhstan on the departure dates from March 16 to April 30, 2020 at passenger's request, it is permitted to provide:

For individual reservations:

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 penalty for reissue 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."

Mit freundlichen Grüßen

Ihr Pul Express Team

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