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Pul Express GmbH | 17.03.2020



Informationen zum Coronavirus/COVID-19 S7 Airlines: About procedures with tickets containing S7 flights to/from the Republic of Azerbaijan

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 the Republic of Azerbaijan on the departure dates from March 17 to May 31, 2020 inclusively.

For tickets containing S7 own flights to/from the Republic of Azerbaijan on the departure dates from March 17 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.

Yours faithfully,

Siberia Airlines"

Mit freundlichen Grüßen

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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