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### Suspension of refunds.

Pul Express GmbH | 18.03.2020



## Informationen zum Coronavirus/COVID-19 AEGEAN Airlines | AEGEAN Update

Sehr geehrte Reisebüropartner,

hier eine weitere Information zum Thema Corona Virus von AEGEAN Airlines:

"Dear business partners,

*Given the current global situation we are all faced with a number of challenges. The constantly changing political regulations on complete flight bans to specific travel restrictions make reliable planning impossible. This leads to many flight cancellations.*

*AEGEAN has already introduced a free rebooking option for our mutual customers. In addition, AEGEAN now offers passengers, whose flights are cancelled and who do not wish to rebook immediately, a voucher of the same value as the original ticket. Passengers can use this voucher on any route within the AEGEAN and Olympic Air network. The voucher is valid for one year from the date of issue. This new flexibility allows affected passengers to book their travel at a later date.*

*Please see the attached file for the exact conditions.*

*Together with you as our partner, we are striving to successfully overcome this crisis.*

*Many thanks for your support!*

*Kind regards*

*Your AEGEAN TEAM"*



Herzliche Grüße 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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