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Pul Express GmbH | 18.03.2020



## Informationen zum Coronavirus/COVID-19 Belavia: Information on Coronavirus for Passengers

Sehr geehrte Reisebüropartner,

hier finden Sie die aktuellen Informationen zum Thema Corona Virus von Belavia:

*"Belavia-Belarusian Airlines has been actively monitoring the situation caused by coronavirus, as well as follows WHO recommendations. Passenger safety is a priority for the airline! Stay tuned for the latest changes related to your trip!"*

*IATA information on restrictions imposed by individual countries is available [here](#).*

[Cancelled flights due to coronavirus epidemic \(Covid - 19\)>>](#)

[Government entry/exit requirements by country>>](#)

*In case your flight is cancelled you can:*

- make ticket refund free of charge;
- change flight dates once on the same route within the same class of service free of charge till 31.12.2020

Booking status can be checked [here](#).

*In cases when foreign nationals are officially forbidden to enter the country, you can:*

- change the flight date on the same route once **until December 31, 2020** without additional charges within the same class of service;
- to return tickets without deduction.

*At the same time, compliance with the conditions is mandatory:*

- the passenger is a citizen of the country which citizens are not allowed to enter the destination (country) specified in the ticket;
- the arrival at the destination point under the ticket falls within the validity period of the ban on entry for foreign citizens.

*In cases of an official ban on the travel abroad for citizens you can:*

- change the flight date on the same route once **until December 31, 2020** without additional charges within the same service class;
- to return tickets without deduction;

*At the same time, compliance with the conditions is mandatory:*

- the passenger is a citizen of the country which citizens are not allowed to travel abroad;
- the flight from the point of departure on the ticket falls within the temporary validity period of the ban on departure.

*Please contact the place of ticket payment in order to make changes or refund a ticket.*

*You should send a completed application for refusal of air travel and refund to the e-mail address [support@belavia.by](mailto:support@belavia.by) for refund of an air ticket purchased on belavia.by (an application template is [here](#)).*

*If your flight is NOT canceled and you are not in the passenger category above, changes and refunds are possible in accordance with the rules of the applicable fare. The rules for making changes to a ticket through the Internet can be found [here](#)."*

Mit freundlichen Grüßen

Ihr Pul Express Team

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