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Pul Express GmbH | 27.03.2020



Informationen zum Coronavirus/COVID-19 Ural Airlines: Tickets reissue/refund instructions

Sehr geehrte Reisebüropartner,

hier eine weitere Information zum Thema Coronavirus von Ural Airlines:

"Dear Partners,

Due to force majeure caused by the COVID situation and the declaration of Pandemia by the WHO, we need to change our refund/reissue conditions.

Air tickets are valid for transportation within 365 days from the date of purchase.

1 . The canceled flights

At the moment, air traffic between Russia and other countries has been stopped - this is a temporary measure and the Ural Airlines hopes that the situation will change soon.

The airline offers to use one of the proposed options:

Option No. 1.1 (available at the place of purchase)

- You can make an involuntary reissue (with NO ADC) to the original rbd* or rbd G* for the departure period from today until 30th June, 2020, or from 01st September, 2020 until 20th December, 2020.

* Subject to availability

- You can make a reissue WITHOUT PENALTY with surcharge to the nearest available fare for the departure period from 01st July, 2020 to 31st August, 2020.

Option No. 1.2 (available at the place of purchase)

- You can make a rerouting with additional payment to the nearest available fare. For flights from Russia to the CIS countries - it is possible to swap the departure and arrival points.

Option No. 1.3 (available at the place of purchase)

- Replace the passenger (full name) - together with a change of the departure date and/or direction. If you will need to change the name, please send an [e-mail](#) request, e-mail subject «Passenger name change».

Option No. 1.4 (available through the application in the Feedback section (uralairlines))

- Refund of the full amount for the ticket with Bonuses rubbles for issuing future flights to the personal account of the Wings program participant.
- If passenger has no account, it is possible to enter into the program by filling the form [uralairlinesregistration](#)

2. Plans have changed (non-refundable fares), but flight has not been cancelled.

Option No. 2.1 (available at the place of purchase)

- You can make a reissue to the original rbd* or rbd G* with rebooking fee eqv 1000RUB (should be collected as CP tax) for departure period from today until 30th June 2020 from 01st September, 2020 until 20th December, 2020.

* Subject to availability

- You can make a reissue with rebooking fee eqv 1000RUB (should be collected as CP tax) with upgrade to the nearest available fare for the departure period from 01.07.2020 till 31.08.2020.

Option No. 2.2 (available at the place of purchase)

- You can make a rerouting (only for domestic RU-RU flights) with rebooking fee eqv 1000RUB (should be collected as CP tax) + surcharge up to the available fare for the departure period 01st July, 2020 to 31st August, 2020.

Option No. 2.3 (available at the place of purchase)

- Replace the passenger (full name) - together with a change of the departure date and/or direction. If you will need to change the name, please send an [e-mail](#) request, subject «passenger name change»

Option No. 2.4 (available at the place of purchase)

- Voluntary refund according to the fare rules.

3. Voluntary refund

Refunds are permitted according to the fare rules via GDS.

4. Tickets issued for the action with a sales period from 08th March,2020 to 15th April, 2020

Refunds/reissue are allowed according to the fare rules via GDS.

Best regards,

Your Ural Airlines"

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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