

Wird diese Nachricht nicht richtig dargestellt, klicken Sie bitte [hier](#).

Pul Express GmbH | 28.07.2020



Informationen zum Coronavirus/COVID-19 Ural Airlines: Refund policy update

Sehr geehrte Reisebüropartner,

hier eine weitere Information von Ural Airlines:

"Dear Partners,

please be informed about new Ural Airlines refund policy in connection with the entry into force of Decree of the Government of the Russian Federation of July 6, 2020 No. 991

In case of flights cancellation or the voluntary refusal of passengers from air transportation, the passenger has the following options:

1. For tickets with an initial date of departure after 18MAR2020 (except China destinations) and for tickets originally issued starting before 01MAY2020 Obtain a certificate and use the amount previously paid to payment for new tickets of the Carrier (including other routes) and additional services of the carrier within 3 years from the departure date of the flight indicated on the ticket.

To obtain a certificate Passenger must send a written request to the Carrier, which indicates the name and surname of the passenger, passport details, date and place of birth, reservation number and (or) ticket number, passenger's contact details, date of request.

Contact for passengers: help@u6.ru

Contact for agents: hd@u6.ru

In order to use the previously paid amount for the services of Ural Airlines, Passenger must: send a request by filling the form on www.uralairlines.ru web pages in the "Feedback" section (located below on the main page) by selecting the "Certificate" application type. Please note that only applications with the "Certificate" type will be accepted for consideration - apply by post or personally (from Monday to Friday, from 9.00LT to 15.00LT) at the address: Russian federation, 620025 Yekaterinburg, per. Utrenniy, 1G.

Waiting for a response up to 20 calendar days.

2. To receive monetary refund of unused amount after 3 years from the date of departure of the flight. In order to apply for a refund, it is necessary after 3 years from the date of departure of the flight:
- send a request by filling the form on the www.uralairlines.ru web pages in the "Feedback" section (located below on the main page) - apply by post or personally (from Monday to Friday, from 9.00LT to 15.00LT) at the address: Russian federation, 620025 Yekaterinburg, per. Utrenniy, 1G.

As according to the Decree of the Government of the Russian Federation No. 991 of 06/07/2020, the request must be accompanied by an application form (will be sent later).

3. A passenger who is recognized as a disabled person of group I or II, as well as a veteran of the Second World War, a person accompanying a disabled person of group I or a disabled child of group II, a person holding an ID of a large family or other documents confirming the status of a large family in the manner established by regulation of the legal acts of the official entities of the Russian Federation is entitled to submit an application for the money refund before the expiration of 3 years from the date of departure of the flight indicated on the ticket, as well as until the date of air transportation indicated on the ticket.

Please contact carrier for details.

4. For tickets originally issued starting from 01MAY2020 refund should be made at place of issue. Refund (voluntary/involuntary) should be made via GDS as according to the fare rules.

5. For tickets with an initial date of departure until 18MAR2020 refund should be made at place of issue. Refund (voluntary/involuntary) should be made via GDS as according to the fare rules.

6. For tickets to/from China with an initial date of departure before 01FEB2020 refund (voluntary/involuntary) should be made at place of issue. Refund should be made via GDS as according to the fare rules.

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

→ [Mein Agenturportal](#)

→ [Impressum](#)

→ [Datenschutz](#)