

Dear Sales Partner,

Some of you mentioned that you haven't received our updated policy. Please consider the below until further notice:

An addition/expansion of conditions of MOWZDSU 031053/MAY20 *

Hereby we inform you on the changes starting from **20MAY20** in refunds, reissuance of tickets and other carriage documents on SU/555 stock, issued for individual travel (for group bookings, technique of working will be sent later).

I. Issuance of MCO

The issuance of MCO type "*For further transportation/paid ancillaries only*" for a full cost of unused air carriage taking into account fees/ taxes regardless of the reason for refusal of travel, as well as the cost of not-provided services (in the case they are refundable¹ via PJSC "Aeroflot") is possible until 31DEC20 inclusive and will take place in PJSC "Aeroflot" own sales offices and representation offices against the tickets falling under the following conditions:

1. Originally issued before 30APR20 inclusive;
2. Unused transportation segments are in place on flights with the following departure dates, regardless of the date of the first flight on the ticket:
 - from 18FEB20 on itineraries to/from China (including HKG);
 - from 05MAR20 on itineraries to/from on any international flight segments, excluding China & HKG;
 - from 18MAR20 on itineraries within Russian Federation – only in the case of timely cancelation of bookings or if the request from the pax was received by the carrier not later than 40 minutes before the flight departure indicated on the first unused ticket coupon.

¹All unused services, except for LLC "Aeroexpress" services

For ticket refunds which do not fall under conditions listed in clauses # 1-2 above, as well as tickets primarily issued before 30APR20 inclusive and reissued after 30APR20, as well as under the terms of Section II, MCO is issued for the amount calculated according to the standard rules of voluntary / involuntary refunds.

For refunding paid amounts for tickets issued starting from 01MAY20, the standard refund rules apply according to the FOP and applied fare rules without using MCO.

MCO can be used for three (3) years from the departure date of the flight indicated on the first unused ticket coupon in respect of future payment for the passenger's carriage, carrier's fees for changing the terms of the carriage agreement (if available according to the rules of the paid fare), excess baggage carriage or additional services on flights with SU code operated by PJSC "Aeroflot" or subsidiary airlines under 100% commercial control of PJSC "Aeroflot". It is possible to issue transportation documents for flights under the SU code, including with the participation of interline partners, if the carriage is issued using SU through fares or with an end-on combination, if the fare on flight segments under the SU code is higher than the fare for flight segments under the codes of other carriers.

Only for tickets falling under conditions of clauses 1-2 above, during issuance of new tickets against MCO on SU flights operated by PJSC "Aeroflot" or subsidiary airlines under 100% commercial control of PJSC "Aeroflot" the following discount is applied to the fare:

25% from the fare in the case that original ticket was issued at the Flex fare or in combination with Flex fare;

15% from the fare for any original tickets (except for premium without any fare cost) where the flights were cancelled under SU code.

The above discounts is not summable. Exclusion: the discount for accompanied child up to the age of 12 is applied simultaneously with the above mentioned discounts. The discount is retained upon subsequent voluntary reissues according to the rules of the applicable fare.

In the event that after the issuance of the transportation the cost of the MCO is not used completely, a new MCO is issued for the remainder with the original validity period, but without the possibility of providing a discount when issuing other ticket.

The transportation or additional services can be issued against the MCO account only for the person indicated in the MCO (passenger on the original ticket).

Issuance of carriage and additional services against the MCO account is possible only in PJSC "Aeroflot" own sales offices and representation offices.

II. Alternatives to the MCO refunds

For tickets subject to the conditions listed in clauses # 1-2 of Section I, the following is also permitted:

A) Tickets exchange

Two-time exchange (excluding the number of exchanges made earlier) **without penalties for changes.**

1) First:

On the same route² on any other dates until 31DEC20 inclusive and flights in the same class of service without any additional charges (by the rules of involuntary),

²In the case of route change intention, the technological method must be applied in accordance with Part B.

2) Second:

on the same route on any other dates and flights in the same class of service without any additional charges if there are seats available on the basis of the paid fare (if there are no seats available in the same RBD cost difference will be charged),

or

on any route for any other dates with a charge of the difference in cost (if any) according to the rules of the applicable fares.

For tickets under Promo fare group exchange is permitted with recalculation to the Lite, Saver and/or Base fare groups.

During the first exchange on the same route, the validity period of the new ticket is set until 30APR21 inclusive, and in the case of a canceled flight, within the validity period of the original ticket, if it is later than 30APR21.

In other cases, the validity period of the new ticket is set until 30APR21 inclusive or within the validity period of the reissued ticket according to the rules of the applicable fare, whichever comes later.

Subsequent changes are possible according to the fare rules.

B) Usage of the amount on the ticket

Instead of the compensation due to be issued on MCO until 31DEC20 inclusive, it is possible to issue a new ticket for any route / date at any fare³ by exchanging the original ticket (without issuing the MCO, if the cost of the new carriage is not lower⁴ than the compensation amount).

³ It is permitted to arrange an exchange with a change of brand, domestic to international travel, the entire amount of the original ticket is accepted as payment without dividing it by taxes and fare.

⁴ If a newly issued ticket will have the cost less than the amount of compensation, then for the issuance of such a ticket and an MCO for the difference in cost then the procedures are set which are described in Section I.

During issuance of new carriage on flights under SU code, operated by PJSC “Aeroflot” or subsidiary airlines under 100% commercial control of PJSC “Aeroflot” the following **discount is applied** to the fare:

25% from the fare in the case that original ticket was issued at the Flex fare or in combination with Flex fare;

15% from the fare for any original tickets (except for premium without any fare cost) where the flights were cancelled under SU code.

The above discounts is not summable. Exclusion: the discount for accompanied child up to the age of 12 is applied simultaneously with the above mentioned discounts. The discount is retained upon subsequent voluntary reissues according to the rules of the applicable fare.

Ticket reissuance is done by agents themselves. The Endorsements / Restrictions field of the new ticket must contain the number of the current telegram. In the case of applying the discount then in Fare Basis entry box of a new ticket, you must specify the percentage of the discount in the following format “DP**” (for example, NCL/DP15).

BRGDS ASMATULLOV R.

Yours sincerely,

Alexandre Gvozd
Sales Manager UK/IE