



## **S7 AIRLINES | ON INVOLUNTARY REFUND OF TICKETS CONTAINING S7 FLIGHTS TO/FROM THE REPUBLIC OF UZBEKISTAN**

Dear Agent,

Please be informed about procedures of working with tickets issued on stock 421 and containing JSC Siberia Airlines (S7) own flights to destinations to/from the Republic of Uzbekistan on the departure dates from March 16 to April 30, 2020 inclusively.

For tickets containing S7 own flights to/from the Republic of Uzbekistan on the departure dates from March 16 to April 30, 2020 inclusively, at passenger's request, it is allowed to provide:

### **For individual reservations**

- Voluntary reissuance on S7 own flights regarding the conditions below:
  1. With reroute to any direction (international/domestic) for any new departure dates
  2. In any available reservation code (without fare amount downgrade, or with an additional charge of the fare and/or taxes)
  3. Without charging a reissue penalty according to the fare rules (in case the reissuance provides more than 40 minutes before departure)

### **For individual and groups reservations**

- Involuntary refund, regardless of the information about the flight cancellation in the reservation. Involuntary refund shall be provided at the place of tickets purchase.

In case of the questions about procedures with tickets issued on stock of another carrier, passengers shall be redirected to the validating carrier.

An information letter is posted on the website <https://partner.s7.ru> in section Manuals-Changes, refund-Information letters.

Auditory of this delivery is restricted; information will not be re-printed, or may be distributed selectively.

Best regards,  
The Management