

Dear Travel Agent Partners,

Some changes... For any questions, please have your team contact [PSHELPDESK@FlyUIA.com](mailto:PSHELPDESK@FlyUIA.com)

**For canceled flights:**

Flights cancellations	Reroute to PS* flight	Conditions of changes	Refund	Original date	New travel dates	Reroute to other carrier
<b>SR: 2020YR SITUATION</b>						
Any cancelled flight, status UN	-YES in the same RBD and Fare Family, -If no original RBD – with fare/tax diff in the same Fare Family	<b>NO XP, penalty /any fare diff to be paid</b>	YES, Full refund possible but last option	any date	For TLV till 31May20 Changes of others flights - according to ticket validity	NO
	-From DNK/ODS/HRK-KBP to IST or TLV – no fare/tax diff in the same Fare Family	<b>NO XP, penalty / NO fare diff (possible rebooking to U, J class)</b>				

\*rerouting to other carriers not possible.

Rebooking or refund of ancillary services - allowed.

Changes according to ticket validity.

Return date could be flexible and changed according to PAX request.

**For flights which will be operated**

Routing	Reroute to PS* flight	Conditions of changes	Refund	Original date	New travel dates	Reroute to other carrier
<b>passenger request: DUE TO CORONAVIRUS**</b>						
All countries/Ukraine – Israel and Israel – Ukraine/all countries	-YES in the same RBD and Fare Family, -If no original RBD – with fare/tax diff in the same Fare Family	<b>NO XP, penalty/any fare diff to be paid</b>	According to fare rules	MAR	till 31May20	NO
Ukraine- Germany, Switzerland		<b>NO XP, penalty / any fare diff to be paid</b>	According to fare rules	MAR, APR	Changes according to ticket validity	NO
All countries/Ukraine- Italy and Italy – Ukraine/all countries		<b>NO XP, penalty / any fare diff to be paid</b>	According to fare rules	MAR, APR	Changes according to ticket validity	NO
other destination	According to fare rules	According to fare rules	According to fare rules	MAR, APR		NO

\*rerouting to other carriers not possible.

\*\*At the time of itinerary cancellation please add to PNR **SR: DUE TO CORONAVIRUS**

Sincerely yours  
Regional Sales Manager  
NJ/NY/CT

Ukraine International Airlines [www.flyuia.com](http://www.flyuia.com)  
Tel: +1 800 876-01-14,

Dear Travel Agent Partners,

Please note that due to the recent implementation of policies by the Israeli government, UIA has been forced to suspend a number of flights in the next two weeks. The list of cancelled flights is below. Under the list of cancelled flights is our policy for accommodating passengers as best that is possible.

For any specific questions, I urge you to send an email to [PSHelpDesk@FlyUIA.com](mailto:PSHelpDesk@FlyUIA.com)

Please be informed of the following own regular flights to/from TLV CANCELLATION in WINTER '19 as follows below:

Fl. Des.	Fl. Nb.	Since	Till	Days	Dep	Arr	STD UTC	STA UTC	STD LT	STA LT
PS	781	15.03.2020	26.03.2020	1_4_7	KBP	TLV	17:00	20:15	19:00	22:15
PS	782	15.03.2020	22.03.2020	_____7	TLV	KBP	22:45	02:05+1	00:45+1	04:05+1
PS	782	16.03.2020	26.03.2020	1_4_	TLV	KBP	23:00	02:20+1	01:00+1	04:20+1
PS	787	15.03.2020	26.03.2020	1_4_7	ODS	TLV	19:30	22:20	21:30	00:20+1
PS	787	25.03.2020	25.03.2020	__3__	ODS	TLV	19:30	22:20	21:30	00:20+1
PS	788	15.03.2020	26.03.2020	1_4_7	TLV	ODS	23:20	02:20+1	01:20+1	04:20+1
PS	788	25.03.2020	25.03.2020	__3__	TLV	ODS	23:20	02:20+1	01:20+1	04:20+1
PS	791	14.03.2020	17.03.2020	_2_6_	DNK	TLV	19:25	22:30	21:25	00:30+1
PS	791	15.03.2020	26.03.2020	__4_7	DNK	TLV	19:25	22:30	21:25	00:30+1
PS	792	14.03.2020	17.03.2020	_2_6_	TLV	DNK	23:20	02:30+1	01:20+1	04:30+1
PS	792	15.03.2020	26.03.2020	__4_7	TLV	DNK	23:20	02:30+1	01:20+1	04:30+1
PS	793	15.03.2020	25.03.2020	_3_7	HRK	TLV	19:20	22:30	21:20	00:30+1
PS	794	15.03.2020	25.03.2020	_3_7	TLV	HRK	23:20	02:45+1	01:20+1	04:45+1

1. Change date is permitted for rebooking in the same RBD and same Fare Family;
2. Cancel all segments but save the ticket to restore it to later restore it to new dates, fare difference has to be paid by PAX.
3. Change route is only allowed for partly used tickets issued on canceled flights from MIL/VCE to KBP. Difference in fares and taxes must be paid by PAX. Airport of origin can be changed from MIL/VCE to ROM/GVA and ZRH. **Transfer** to the new airport is provided. Passengers must print the tickets and fill out the special form (attached).
4. Refund (if permitted according to the information in the table) is **the last option that should be offered to the customers!!!!** In this case, XP is also refunded if ticket was issued in own UIA offices.

You can see the rebooking options in the table below:

- in case of passengers' requests to cancel or rebook the transportation **DUE TO CORONAVIRUS**
- in case of requests of passengers from canceled flights cancellation due to **2020YR SITUATION**

Route	Rebooking to the next available flight	Change date within ticketed validity	Refund	Original date of travel	rerouting
<b>Passenger request, DUE TO CORONAVIRUS</b>					
<b>All countries/Ukraine – Israel</b>	<b>No, only to flights after 01 apr</b>	<b>no xp and penalty; fare difference has to be paid by PAX</b>	<b>according to fare rules</b>	<b>MAR</b>	<b>Not permitted</b>
Ukraine- Italy / Germany / Switzerland.	no xp and penalty; fare difference must be paid by PAX	no xp and penalty; fare difference must be paid by PAX	according to fare rules	MAR, APR	Not permitted
All countries - Ukraine- Italy* (transit)	no xp and penalty; fare difference must be paid by PAX	no xp and penalty; fare difference must be paid by PAX	according to fare rules	MAR, APR	Not permitted
Italy – India	no xp and penalty; fare difference must be paid by PAX	no xp and penalty; fare difference must be paid by PAX	according to fare rules	MAR, APR	Not permitted
Italy, Austria ,Spain ,France, Germany and Switzerland – Israel	no xp and penalty; fare difference must be paid by PAX	no xp and penalty; fare difference must be paid by PAX	according to fare rules	MAR, APR	Not permitted
Italy – Turkey/Egypt	no xp and penalty; fare difference must be paid by PAX	no xp and penalty; fare difference must be paid by PAX	according to fare rules	MAR, APR	Not permitted
other destination	according fare rules	according to fare rules	according to fare rules	MAR, APR	Not permitted
<b>Flights cancellations due 2020YR SITUATION</b>					
Any cancelled flight, status UN	Free of charge	no xp and penalty; fare difference must be paid by PAX	yes, last option	any date	Permitted, difference in fares and taxes must be paid by PAX

“DUE TO CORONAVIRUS” has to be indicated in the endorsement.

Please contact **PSHelpDesk** for more details or in the case of any questions in this regard.

Thank you in advance for your understanding and cooperation. Anna

March 11, 2020

Information for the Press

**Ukraine International adjusts schedule in response to Covid-19 further transmission**

*In response to quarantine measures introduced by the Governments of some countries following the recommendations of the World Health Organization, Ukraine International adjusts flight schedule on several routes.*

**Italy**

The airline decided to suspend Kyiv – Venice flights between March 12 and April 12. Passengers may leave Italy on the UIA flights from Rome and Milano which will be operated mainly to bring Ukrainians back home. Travelers that need to travel from Venice or any other Italian city to catch their flight to Ukraine are obliged to fill out a [special declaration](#).

**Israel**

In response to the new entry rules introduced by Israel, Ukraine International has adjusted its flight schedule of flights connecting the cities of Ukraine and Tel Aviv. Notably, within the period of March 12 – April 08, the airline will cancel flights between Odesa and Tel Aviv (except March 18 and 25) and Dnipro and Tel Aviv. Kharkiv – Tel Aviv flights will not be operated between March 15 and April 08. UIA will continue to operate Kyiv – Tel Aviv flights twice daily. Passengers from Dnipro – Tel Aviv flights will be offered an alternative option of traveling via Kyiv.

**Turkey**

Until May 22, Ukraine International suspends its Kyiv – Izmir flights. Passengers holding tickets for flights to/from Izmir will be offered to travel via Istanbul. Flights between Odesa and Istanbul will be suspended until April 01.

**The United Kingdom**

From March 13 through April 7, Ukraine International will be operating daily flights between Kyiv and London (LGW).

**Ukraine Domestic**

Domestic flight schedule will be adjusted as well. Until April 08, UIA will cut the second frequency of flights between Kyiv and Kherson, Chernivtsi, Ivano-Frankivsk, Lviv, and Zaporizhzhia.

Passengers of all cancelled flights who have filled out their contact details while booking their tickets will be contacted proactively.

“In response to lower demand, many international carriers cut frequencies or suspended flights to some countries, – noted Evgeniya Satska, Ukraine International Communications Director. – Ukraine International is no exception. We stay attuned to our passengers’ ever-increasing anxiety regarding trips to the regions under quarantine. Therefore, we adjust our schedule so that the demand for traveling by air is fully met and the safety of our passengers and crews is ensured.”

To ensure health safety, Ukraine International will be performing complete disinfection of all aircraft arriving from Italy until epidemiologic level returns to normal.

The airline will inform of any further decisions regarding schedule adjustments.

**Ukraine International Airlines Press Service**

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