



## **UIA Suspends All Flights Through April 24, 2020**

### **Worldwide Coronavirus Pandemic Impacts All International Flights**

**March 27, 2020:** Due to the ongoing corona virus (COVID-19), the Government of Ukraine has extended its policy regarding border closings throughout the country. These measures, while unfortunate are needed until the outbreak shows levels of containment. The policy is aimed at preventing the spread of the COVID-19 virus in Ukraine. As a result, UIA is suspending all scheduled flights throughout our flight network through April 24, 2020 inclusive.

We continue to appreciate the support and patience shown by our travel agent partners, and extend our sincere apologies for any inconvenience this might cause. We hope for your understanding in this matter.

As expected, we have an enormous number of requests and inquiries regarding flights, changes and options. We apologize in advance, if our response may take longer than usual. Our team is working 24/7 in order to process each request, find the best solution and respond as quickly as possible for each passenger.

Unfortunately, and in following local government guidelines to contain the spread of COVID-19, our agents are unable to reach our facilities. We will be unable to take calls during this time but are working hard to get this service back up as quickly as possible. We encourage you to submit cancellations, refunds, future travel credits, and changes to your client's bookings via our online form, or by email to [CallCenter-US@FlyUIA.com](mailto:CallCenter-US@FlyUIA.com). Please also understand that the volume of requests is extremely high so we appreciate your patience as we work hard to service each and every one of your queries.

In respect to these flight cancellations, please find below the UIA policy for itineraries with **UN** flight status. You may do any of the following.

- Apply the special COVID-19 date change policy, which includes a free date change for travel after 4 April in the same RBD. If the original RBD is not available, fare and tax difference needs to be collected.
- Cancel flight segments & leave ticket open for use on same routing and same RBD within original ticket validity.
- Reissue ticket (full value) for further transportation on any UIA flight through EMD DEPO – in the original passenger name.
- You may apply actual fare rules, including refunds as noted in the terms and conditions for those tickets.
- Please contact [pshelpdesk@flyuia.com](mailto:pshelpdesk@flyuia.com) for any other questions you may have on this process.

Of course, you can also contact your sales managers, and we will be happy to provide support to the best of our abilities.

- GreGG Truman, General Manager, NA, [Truman.Gregory@FlyUIA.com](mailto:Truman.Gregory@FlyUIA.com) or
- Anna Shyrolapova. Sales manager, US, [Shyrolapova.Ann@FlyUIA.com](mailto:Shyrolapova.Ann@FlyUIA.com)

***Thank you for your trust, confidence and patience. It is only by working together that we shall overcome this pandemic and find new ways to soar to new heights.***