

Dear Partners!

This is to let you know that in accordance with the decision of the government of Ukraine for the period from August 28, 2020 to September, 28, 2020 the entry into Ukraine for foreign citizens is prohibited.

The following categories of foreign citizens are not subject to this prohibition:

- persons who are spouses or children of Ukrainian citizens;
- persons who have an official valid work permit in Ukraine;
- technical specialists who arrive in Ukraine at the invitation of representatives of Ukrainian enterprises;
- transit passengers who have documents confirming departure abroad within two days (in this case the transportation shall be issued by a single ticket – that is there must be one ticket with one reservation code for the entire travel route, including all flight segments);
- person who arrive in the country for training purposes;
- persons who are serving in the Armed Forces;
- persons who have permanent or temporary residence permit in Ukraine;
- persons who are heads and members of official delegations of foreign states, employees of international organizations, as well as persons accompanying them and entering Ukraine at the invitation of the President of Ukraine, the Verkhovna Rada, the Cabinet of Ministers, the Office of the President, the Ministry of Foreign Affairs.
- persons who are drivers and / or crew members of freight vehicles, buses engaged in regular transportation, crew members of aircraft, ships and river vessels, members of train and locomotive crews;
- cultural figures who arrive at the invitation of a cultural institution together with one person accompanying each of them;
- persons who arrive to participate in official sports competitions held in Ukraine, and accompanying persons;
- persons who carry out transportation of hematopoietic stem cells for transplantation;
- persons who arrive for treatment in health care institutions of Ukraine.

These categories of foreign nationals must have an insurance policy to cover possible costs associated with COVID-19 treatment and observation (issued by an insurance company with a representative office in Ukraine).

The following categories of foreigners will be able to enter the territory of Ukraine without the insurance policy:

- persons who are recognized as refugees or persons in need of additional protection;
- persons who are diplomats, employees of consular posts, missions of official international missions, organizations accredited in Ukraine, and members of their families or are persons who arrive at the invitation of the Ministry of Foreign Affairs of Ukraine;

· persons who are instructors of the armed forces of NATO member states and member states of the NATO "Partnership for Peace" program, who take part in training events for units of the Armed Forces of Ukraine or arrive at the invitation of the Ministry of Defense.

If due to the decision of the Government of Ukraine passenger are prohibited from entering Ukraine in the period from August 28, 2020 to September 28, 2020 or flight is cancelled passenger may:

- rebook tickets free of charge (without penalty) and fare difference for PS flights only to the same destination within same RBD during the ticket validity (except the high season periods). If the original RBD is not available please contact pshelpdesk@flyuia.com to book U-Class. Please note that reissue of tickets for the travel during high season periods (see table below), in case the original RBD is not available, is possible without penalty but difference between fares should be paid.

Tickets issued with SPA fares should be reissued within same aircompany, route and RBD. If you have some issues with SPA bookings please contact pshelpdesk@flyuia.com

While ticket reissue it is important to save all the information/calculation as in the original/previous ticket and add following information into Endorsement field - в Endorsement – UA GVT RSTR.

- Reissue ticket for further transportation on UIA flights through EMD DEPO (Travelport, Galileo)/CDET (Amadeus) on original passenger name. It is valid 1 year from date of issue of EMD. New ticket should be issued on the flight date which doesn't exceed 361 days from the date of booking (outbound - inbound).

- get the refund in a way of promocode on UIA web site – the return of the full cost of an unused ticket (its unused coupon) and an additional bonus of 25% of the cost of an unused ticket (its unused coupon). Please follow the link https://book.flyuia.com/EN/default/refund/login?_ga=2.228727064.523163669.1596452216-682399874.1563798305

- get the full refund of the ticket via BSP link. Waiver code - COVID-19/ UA GVT RSTR.

**** High season period**

Flights	Periods of high demand
All PS flights	19/12/20 – 10/01/21
	29/04/21 – 10/05/21
	18/12/21 – 10/01/22
TLV	09/09/20 – 18/09/20 from TLV
	20/09/20 – 25/09/20 to TLV
	10/12/20 – 14/12/20 from TLV
	13/12/20 – 18/12/20 to TLV
	20/03/21 – 05/04/21
	12/05/21 – 20/05/21
	01/09/21 – 30/09/21
	20/11/21 – 10/12/21
JFK	12/05/21 – 20/05/21
	01/09/21 – 30/09/21
	20/11/21 – 10/12/21

IMPORTANT! Due to the large number of requests we currently receive, refunds are being made within 7 - 90 days from the date of receipt of the request.

To apply the conditions above and determine the nationality of the passenger valid documents must be submitted.

If the passenger's documents allow entry into Ukraine and the flights are not canceled, but the passenger does not want to make the trip on his own initiative, then he/she has the right to:

- * rebook tickets in accordance with the flexible rebooking policy for all UIA fares:
 - rebook the flight once without rebooking fee, as described in the ticket conditions, for the same route within the validity period of the ticket.
 - if on new travel dates the original ticket price is not available anymore (due to changes in the fare and/or taxes levels), the ticket price differences must be paid.
 - get the refund via BSP link as per applicable fare rules.

Thank you for your great cooperation!