

## **Important Coronavirus update:**

(In addition to previously sent updates)

**A-For tickets issued on/before 06 March, 2020 for the routes to/from China (Including Hong Kong) Iran, Italy, South Korea, it is allowed to make a one-time voluntary reissue without penalty, to any other SU flight system wide**

- Penalty waived/ All other applicable fare rules apply, including collection of fare difference
- Rebooked travel must begin no later than 31 May 2020, inclusively.

Please enter the telex number MOWZDSU 061556/MAR20 in the endorsement box of new ticket

**B-Aeroflot is suspending flights SU212/213 on MOW-HKG-MOW route starting 08 March/09 March, 2020 until the end of March, 2020.**

Passengers holding tickets for cancelled flights SU212/213 are entitled to:

- One-time involuntary re-issue for the same itinerary/New travel dates after 31March, 2020
- One-time involuntary reissue for SU flights to/from the nearest city to HKG
- One-time voluntary re-issue without penalty, as explained in point A above
- Involuntary refund within ticket validity

Please enter the telex number MOWZDSU 061441/MAR20 in the endorsement box of new ticket

For group bookings with segments on canceled SU212/213 flights for which tickets were not issued, it is allowed to make a refund of deposits.

Please visit our website for detailed information about the rules of involuntary refund and re-issue of SU tickets:

**[https://www.aeroflot.ru/media/aflfiles/agents/su\\_ticketing\\_handbook\\_jan20.pdf](https://www.aeroflot.ru/media/aflfiles/agents/su_ticketing_handbook_jan20.pdf)**

Sincerely,

Dragan Drobnjak  
Sales Manager USA  
[ddrobnjak@aeroflot.ru](mailto:ddrobnjak@aeroflot.ru)  
Tel: 212 944 2300 x179  
Fax: 212 944 5200