



Dear Travel Professionals,

Important Coronavirus update

Re: Tickets to/from Israel and Italy, issued on/before 10 March, 2020 with departure date from 10 March to 31 May, 2020

Options:

- 1-One-time involuntary reissue for the same itinerary; New departure date until 31 December, 2020
- 2-Voluntary reissue to any other SU flight system wide; Penalty waived, all other fare rules apply including collection of fare difference/ New departure date until 31 December, 2020
- 3-Involuntary refund; Refund also allowed after one-time involuntary reissue (option 1)

Reservation must be canceled no later than 40 minutes before departure

Telex number MOWZDSU 101736/MAR20 should be entered in the endorsement box

For group bookings to/from Israel, Italy with departure scheduled on/before 31May, 2020, for which tickets were not issued:

Refund of deposits made prior to March 10th is authorized, provided that the reservation is canceled no later than the deadline set by the rules for issuing group tickets or making 100% payment (whichever comes earlier).

Re: Tickets to/from Spain, France, Germany, issued on/before 10 March, 2020 with departure date from 10 March to 31 May, 2020

Options:

- 1-One-time involuntary reissue for the same itinerary; New departure date until 31 May, 2020
- 2-Voluntary reissue to any other SU flight system wide; Penalty waived, all other fare rules apply including collection of fare difference/ New departure date until 31 May, 2020

Reservation must be canceled no later than 40 minutes before departure

Telex number MOWZDSU 101736/MAR20 should be entered in the endorsement box

Re: Tickets to/from and transiting Russia:

There has been a lot of misinformation circulating around lately, in regards to the latest announcement of Moscow Government institutions to instruct passengers arriving to Moscow to stay in self-quarantine for 14 Days. This applies only to the passengers arriving to Russia from the following countries: China, Italy, Iran, France, Germany, Spain.

Currently there are no restrictions for US originating passengers either arriving in Russia from the US or transiting Moscow to other countries.

Sincerely,