



Dear Travel Professionals,

Aeroflot is cancelling a number of flights to/from Italy, Spain, France, Germany

From 13<sup>th</sup> of March, 2020 to the end of April, 2020 we will operate only on the following flights/routes:

Italy: MOW-ROM-MOW

Spain: MOW-MAD-MOW, MOW-BCN-MOW, LED-BCN-LED; MOW-TFS-MOW (operates until 20 March 2020)

France: MOW-PAR-MOW, LED-PAR-LED;

Germany: MOW-BER-MOW, MOW-MUC-MOW, MOW-FRA-MOW, LED-BER-LED, LED-MUC-LED, KZN-FRA-KZN.

Options with cancelled flights:

- Involuntary refund
- One-time involuntary reissue for later SU flights on the same route; Rebooked travel must begin no later than 31 December, 2020
- One-time involuntary reissue to SU flight scheduled to operate to/from the nearest city; Rebooked travel must begin no later than 31 December, 2020
- One-time voluntary reissue to any other SU flight, including interline partner flights or with sections of the Railways of Germany, Spain, and Italy under the agreement with AccesRail - 9B, without change penalty; All other applicable fare rules apply, including collection of fare difference

Re: flights MOW-TFS SU2548 during the period from 13 to 20 March 2020, only passengers returning to the point of origin of carriage will be accepted for transportation. For passengers, not accepted for carriage, the terms of this telegram apply.

Please enter the telex number **MOWZDSU 111754/MAR20** in the endorsement box of new ticket

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

Full information about our involuntary reissue/refund rules could be found on our official website:

[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,