

Aeroflot waivers for COVID-19 situation
Update 15 March 2020

This update replaces all previous waiver notifications related to COVID-19



IMPORTANT

- The appropriate waiver code must be entered in the Endorsements box of every ticket that is re-issued or refunded under these authorizations
- Original bookings must be cancelled at least 40 minutes prior to scheduled flight dep' time in order for any of these waivers to be valid

All transactions to be handled by the original issuing agent via GDS

Waiver Code	O&D / Scope	Routes / Flights	Original issue date	Booked travel date	Involuntary Refund allowed?	Involuntary Rebooking allowed?	Special Conditions	Groups
MOWZDSU 132312/MAR20	<p>Passengers who are subject to restrictions of the country of departure, destination or transfer (prohibition of entry, exit or transit, threat of forced quarantine, cancellation of visa-free entry or cancellation of previously issued visas) according to the information published in the TIMATIC directory or on the IATA website in the link</p> <p>https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm</p>	SU international flights	On or before 31May20	All	<p>Yes, no penalties.</p> <p>Refund to be processed no later than 31Dec20 (regardless of ticket validity)</p>	<p>Yes. One-time exchange (regardless of the number of exchanges effected previously) to the same destination in the same RBD without additional payments or penalties.</p> <p>If the same RBD is not available, fare difference must be collected, without exchange penalties.</p> <p>Travel must be completed by 31Dec20 (ticket validly extended to this date).</p> <p>Yes. One-time exchange (regardless of the number of exchanges effected previously) to any other SU destination; fare difference must be collected; exchange penalty waived.</p> <p>For PROMO fares (RSX, RSO) exchange is allowed with recalculation to fare brands Lite, Saver, Base</p> <p>Travel must be completed by 31Dec20.</p>	The re-issue can be effected at any time until 31Dec20, regardless of time-limits for the exchange (including after departure of the original ticket)	
	Any route where the flight is cancelled	Any cancelled flight on any route	On or before 31May20	Any date	Yes, no penalties (must be processed within the validity of the fare)	Yes. One-time exchange (regardless of the number of exchanges effected previously) to another flight with SU code to/from the nearest points (any point in the same country or in countries bordering it) departure not later than 31Dec20		
	All passengers with international tickets not covered by the criteria above.	Any unused flight segments for SU international flights issued on SU/555 stock	Tickets issued on or before 15Mar20	On or before 30Apr20	No	Yes. One-time exchange TO AN EARLIER DATE, on SU code flights only, on same route, in same cabin, no penalties, no additional fare.		
MOWZDSU 211527/JAN20	Flights to/from China / HKG, tickets issued on SU555 stock	All routes to/from China / HKG including SU operated and/or Codeshare flights, with unused segments between 24Jan20 and 29Feb20 (inclusive)	Before 05Feb20	Not later than 31Mar20	Yes, no penalties (must be processed within the validity of the fare)	Yes, one-time, on same route, in same cabin, no penalties, no additional fare, travel within validity period of the ticket. New travel dates not later than 15Apr20	Tickets to be reissued within 7 days of the original date of travel of the modified segment, but no later than 24 hours before departure of the new flight (whichever is earlier). If change is made within 24 hours of departure, the new ticket must be issued within 1 hour of changing booking	Unticketed groups, departing on or before 31Mar20, full refund of deposit, if deposit paid on or before 05Feb20

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MOWZDSU 041750/FEB20	Travel to any country that has initiated any temporary entry restrictions (including quarantine) for specific categories of passenger provided such temporary restrictions are detailed in TIMATIC	Country of destination as detailed in TIMATIC	All	As detailed in TIMATIC	Yes, no penalties (must be processed within the validity of the fare)	Yes, one-time, on same route, in same cabin, no penalties, no additional fare, travel within validity period of the ticket. Passport and citizenship details to be entered in PNR.	Agent must retain copy of TIMATIC and documents confirming that the passenger is subject to the new entry restrictions.	
						Yes, one-time, with route change, within fare rules, any additional fare to be paid, no penalties to be paid. Passport and citizenship details to be entered in PNR.		
	South Korea to Russia (except citizens of Russia, Armenia, Belarus, Kazakhstan Kyrgyzstan), tickets issued on SU 555 stock	From PUS flt nbrs SU5463/5465 From ICN flt nbrs SU4032/5435/5437/5451/5497/5751, KE981/5981/5983	Not later than 29Feb20	01Mar20 to 29Mar20	Yes, no penalties (must be processed within the validity of the fare)	Yes, one-time, on SU code flights only, on same route, in same cabin, no penalties, no additional fare, within validity of the ticket.	Agent must retain copy of documents confirming passengers citizenship	
						Yes, one-time, with route change, within fare rules, any additional fare to be paid, no penalties to be paid. Passport and citizenship details to be entered in PNR.		
	Travel to South Korea for citizens of Russia, tickets issued on SU 555 stock	To PUS flt nbrs SU5462/5464 To ICN flt nbrs SU4033/5434/5436/5450/5496/5750, KE982/5982/5984	Not later than 29Feb20	01Mar20 to 29Mar20	Yes, no penalties (must be processed within the validity of the fare)	Yes, one-time, on SU code flights only, on same route, in same cabin, no penalties, no additional fare, within validity of the ticket.		
						Yes, one-time, with route change, within fare rules, any additional fare to be paid, no penalties to be paid. Passport and citizenship details to be entered in PNR.		