

## Aeroflot COVID-19 policy, updated 31 March 2020

- A. *For passengers holding tickets issued prior to 31 May 2020, 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*

<https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm>

- One-time exchange to the same destination in the same RBD without additional payments or penalties. If the same RBD is not available book the next available in the same cabin; Fare difference must be collected; Exchange penalty waived;
- One-time exchange to any other SU destination; Fare difference must be collected; Exchange penalty waived; PROMO fares (RSX, RSO) could be exchanged to Lite, Saver, Base collecting fare difference;
- Full, involuntary refund at the place of original purchase, not later than 31 December, 2020. **Involuntary refunds can be processed only by request via email [nycarc@aeroflot.ru](mailto:nycarc@aeroflot.ru) with e-mail subject "COVID-19 refund request".**
- In case the originally ticketed flight has been cancelled, in addition to our standard policy for involuntary refund/exchanges, a one-time involuntary exchange for flights under the SU code to / from the nearest points (any point in the same country or in countries bordering it);

**Ticket validity for all the above affected passengers has been extended until 31 December 2020**

**When exchanging tickets (points 1, 2&4) please enter the waiver code MOWZDSU132312 in the endorsement box; Keep the printout of the TIMATIC page for your records; New, rebooked travel must be finished by 31 December, 2020**

- B. *All other passengers (regardless of TIMATIC rules), holding any unused International SU segment, with SU/555 tickets issued on/before 15 March, 2020, with travel date on/before 30 April, 2020, are allowed one-time involuntary rebooking for an earlier SU flight; No additional payments or penalties; It is OK to book next available RBD in the same cabin; Enter the waiver code MOWZDSU132312 in the endorsement box.*

