

Aeroflot COVID-19 policy, updated 20 May, 20

A) Three options are available for all tickets issued on or before 30 April 20, with unused coupons originally issued for the following itineraries/travel dates:

- To/From China (including HKG) from 18FEB20
- All other international itineraries from 05MAR20, excluding China and Hong Kong
- All itineraries within the Russian Federation from 18MAR20

1- Ticket exchange: Tickets can be exchanged twice (regardless of prior exchanges), without penalties:

First ticket exchange:

- ***On the same route, same cabin, same fare brand, travel by 31 Dec 20 as an 'involuntary exchange'***
No penalties, no fare difference. Book the same RBD as the original ticket, if the same RBD is not available book the next available RBD within the same cabin.
 - ✓ Ticket exchange and travel must be completed by 31 Dec 20.
 - ✓ Even though the involuntary rebooking option ('First Exchange') is available for travel until 31 Dec 20, the ticket validity period will be extended to 30 April 2021, meaning passengers will have the option to make further changes if necessary (see 'Second ticket exchange' below)
- ***On the same route, same cabin, and same fare brand, with travel on or after 01 Jan 21.***
Penalty waived; fare difference must be collected.
 - ✓ Ticket exchange must be completed by 31 Dec 20.
 - ✓ Ticket validity is extended to 30 Apr 21, (or until the validity date of the original ticket, whichever is later).
- ***Changing the route:***
Refer to option 2 below '**2- Use full value of original ticket as a credit**'. All conditions for Option 2 apply.

Second ticket exchange:

- ***On the same route, same cabin, and same fare brand.*** Penalty waived, fare difference must be collected.
 - ✓ Ticket exchange must be completed before travel date of first coupon from 'First ticket exchange'
 - ✓ New ticket valid to 30 Apr 21 (or until the validity date of the original ticket, whichever is later)
- ***Changing the route, same cabin, and same fare brand:*** Penalty waived, fare difference must be collected
 - ✓ Ticket exchange must be completed before travel date of first coupon from 'First ticket exchange'
 - ✓ New ticket valid to 30 Apr 21 (or until the validity date of the original ticket, whichever is later)

For all 'First' and 'Second' ticket exchanges:

- Promo fare tickets can be exchanged to Light/Saver/Base fare brands, with collection of fare difference; exchange penalty waived
- 3rd and subsequent exchanges must be done by the fare rules
- Waiver code MOWZDSU 031053 must be entered as an endorsement in each new ticket

2- Use full value of original ticket as a credit towards purchase of new SU ticket on any route, any fare family (regardless of the original fare rules) and any available travel date.

Added Bonus offer:

- If a flight on the original ticket was cancelled by SU, passenger will receive 15% discount on the new fare
- If the original ticket was issued at the Flex fare level, passenger will receive 25% discount on the new fare (whether or not a flight was cancelled)
 - ✓ New ticket must be issued by 31 Dec 20
 - ✓ Waiver code MOWZDSU 031053 to be entered in the endorsement box of the new ticket. In case the discount is applied, the fare basis box of the new ticket should show the new fare basis and the discount percentage DP** (example 'NCL/DP15')

3- MCO valid “for further transportation/paid ancillaries only” in the full amount of unused air fare, taxes and fees and any unused service paid and not used, *regardless of the reason for cancellation*. MCOs will be issued in the original passenger’s name only, upon passengers request and at one of the Aeroflot offices only.

Added Bonus offer on MCO:

- ✓ If a flight on the original ticket was cancelled by SU, passenger will receive 15% discount on the fare when redeeming the MCO for future travel.
- ✓ If the original ticket was issued at the Flex fare level, passenger will receive 25% discount on the fare when redeeming the MCO for future travel (whether or not a flight was cancelled)

B) Tickets with unused coupons issued for travel earlier than the dates listed in the point “A”, as well as tickets issued before 30 April 20 and reissued after 30 April 20, refund amount will be calculated based on the fare rules (and our standard voluntary/ involuntary refund policy) and issued in the form of MCO valid “for further transportation/paid ancillaries only”.

C) For all tickets issued after 30 April, 20: Refunds/Exchanges calculated by the fare rules; No MCO option is available; Refund option through GDSs is temporarily disabled. We will send an update shortly.

MCO Usage

MCO can be used within the 3 years of the original flight departure date as a payment for the following:

- Any transportation operated by SU including group travel
- SU services/ancillaries
- Additional fare payment (ADC)

MCO can be exchanged for ticket or services only at an SU offices. Refund of new ticket paid by MCO will be calculated by the fare rules. In case a part of the fare paid by the MCO is applicable for refund, new MCO will be issued, valid for future transportation.

Involuntary refund / exchange rules can be found in the “SU Rules Handbook” located on the website of PJSC “Aeroflot” in the [Agents section - Instructions and Rules - SU Ticketing Handbook JAN20](#).

Rules and conditions of the previously sent telex MOWZDSU # 132312/MAR20 (and with additions to it) are considered cancelled starting from 20 MAY20.