

## For Aeroflot tickets purchased via a travel agency in the U.S. or Canada

May 2020

Dear Passengers,

The current situation represents an unprecedented global challenge. We understand that your travel plans have been disrupted and that at this time you may not know when you will be able to travel again. Therefore, we have laid out a variety of choices in order for you to use your existing tickets over a period of three years, regardless of the reason of flight cancellation or your original fare rules.

In many cases you will also be eligible for an additional bonus of either 15% or 25% when booking a new ticket.

If you are holding a ticket issued before 30 April, 2020 and your original departure was on one of the following flights/dates:

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

You may choose one of the following:

- Rebook your ticket on the same itinerary without penalty for any dates until 30 April 21. If your new dates are all on or before 31 December 20, you will not be charged even for any difference in fare.
- Use the full value of your ticket towards the purchase of a new ticket on any Aeroflot route, and travel at any time according to the validity of the new fare. In case your original flight was cancelled by Aeroflot you are eligible for a discount of 15%, or if you bought a Flex Fare ticket a 25% discount whether or not your flight was cancelled: discounts are not combinable. New bookings must be made and tickets issued by 31 December 2020.
- Exchange the full value of the unused part of your ticket for a voucher valid to purchase tickets or services on Aeroflot in the name of the traveler on the original ticket. The voucher must be requested by December 2020 and redeemed within three years of the date of your first cancelled flight. The same discounts apply.

You are free to make your decision any time until December 2020 without losing any of the offered options, (new tickets or a voucher for future travel must be issued by the end of 2020). Your travel agent is authorized to help with the first two options. In case you choose the voucher option please submit your request by December 2020 via Aeroflot's website using the following link.

[https://www.aeroflot.ru/feedback/questions/ticket/virtual\\_vouchers](https://www.aeroflot.ru/feedback/questions/ticket/virtual_vouchers)

If you are holding tickets issued for travel before the above dates, our standard fare rules apply. Any refundable amount can be redeemed for a voucher valid for three years.

Thank you for choosing Aeroflot. We are confident that together we will get through these challenging times.

We look forward to seeing you on board Aeroflot again soon

Yours sincerely

Aeroflot, New York