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Исх. № 090002428052c17d

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от « 12 » March 2020

от « » 2020

About procedures with tickets containing S7 flights to/from Germany, Italy, Spain, France

TO: Agents of Siberia Airlines, JSC

Dear Colleagues,

Please be informed about procedures of working with tickets issued on stock 421 in individual reservations and containing JSC Siberia Airlines (S7) own flights to destinations to/from Germany, Spain, Italy, France on the departure dates from March 13 to May 31, 2020 inclusively.

For tickets containing S7 own flights to/from Germany, Spain, Italy, France on the departure dates from March 13 to May 31, 2020 inclusively, at passenger's request, it is allowed to provide:

- 1) Involuntary reissuance on S7 own flights with maintaining the class of service:
 - a. With reroute to directions with departure to/from airports located in European countries, to new departure dates until May 31, 2020
 - b. To all directions, except of those specified in point 1a, it is allowed to reroute voluntarily in accordance with the conditions in point 2 of this Letter
- 2) Voluntary reissuance on S7 own flights regarding the conditions below:
 - a. With reroute to any direction (international/domestic) for any new departure dates
 - b. In any available reservation code (without fare amount downgrade, or with an additional charge of the fare and/or taxes)
 - c. Without charging a reissue penalty according to the fare rules (in case the reissuance provides more than 40 minutes before departure)
- 3) Involuntary refund, regardless of the information about the flight cancellation in the reservation. Involuntary refund shall be provided at the place of tickets purchase.

Подлинник документа подписан ЭП и хранится в системе ЭДО «Досье партнера S7»

Сведения о сертификате ЭП (Перевозчик)

Владелец: АО "Авиакомпания "Сибирь", Смирнова В.В.

Сертификат: 64885D1500BBB7E9111261A527CD96

Действителен: с 17.04.2019 по 17.04.2020





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In case of the questions about procedures with tickets issued on stock of another carrier, passengers shall be redirected to the validating carrier.

The Letter 090002428052c138 On procedures with tickets containing S7 to_from DE, IT, ES, FR of 10.03.2020 ceases to be effective since this document is signed.

On all technological issues, Agents working in S7 Smart Ticketing, including S7 Offices, shall contact the Agent Support Center by creating an application on webpage <https://smarthelp.s7.ru>. Agents working in reservation systems other than S7 Smart Ticketing shall apply to email tech@s7.ru or by following phone number: +7 (383)222-31-35.

**Yours faithfully,
Siberia Airlines, JSC**

Signed with digital signature

Mrs Veronika Smirnova

Originator: Technology Support Sales Department
Email: tech@s7.ru

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