



090002428052c79e



Исх. № 090002428052c79e

Ha №

от « 27 » March 2020

от « » 2020

**On cancellation of the special conditions
of refund of tickets, issued from March 5, 2020 to April 10, 2020**

TO: Agents of Siberia Airlines, JSC

Dear Agents,

Please, be informed that from March 28, 2020 due to introduction of the service «Voucher for a trip» (Voucher), allowing passengers more flexibility to change their plans, the Letter №090002428052c0cf About voluntary refund of tickets issued on S7 flights from March 5 to April 10, 2020 from March 05, 2020 shall cease to be effective upon signing of this letter.

When reissuing unused tickets for a Voucher, special conditions apply to the calculation of refundable amounts of passenger's ticket.

When applying for involuntary refund, a voucher is issuing for the cost of an unused segments.

An additional 10% of the refundable amount of the fare and taxes is added to the refund amount issued on Voucher.

When applying for voluntary refund more than 40 minutes before departure, the voucher is issuing:

- on BASIC fare (economy and business class) - for the cost of unused segments of the ticket, including taxes and airport fees, excluding the refund penalty of 1000 rubles. The calculation of the amounts of used transport segments is performed similarly to the PE. Penalties category of the FLEX fare rules
- on FLEX fare (economy and business class) - for the cost of unused segments of the ticket, including taxes and airport fees without refund penalty charges.

When applying for voluntary refund less 40 minutes before departure:

JSC Siberia Airlines

10 Mozzherina Prospect, Office 201, Ob,
Novosibirsk Region, 633104 Russia

s7@s7.ru
www.s7.ru

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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- on FLEX fare (economy and business class) - the Voucher is issued for the cost of unused segments of the ticket, including taxes and airport fees, excluding the refund penalty according to the fare rules on the date of ticket issuance;
- on BASIC fare (economy and business class) - the cost of unused segments of the ticket, including taxes and airport fees, is not refundable according to the fare rules. The voucher is not issued.

Ticket reissuance for the Voucher is processed in the S7 ARDWeb/AIDL screen, including S7 Smart Ticketing in the Cryptic Window.

On all technological issues, please, contact via email tech@s7.ru or by following phone number: +7 (383)222-31-35.

**Yours faithfully,
Siberia Airlines, JSC**

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

Signed with digital signature

Mrs Veronika Smirnova

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