



0900024280530b23



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Your Ref. No.

dated « 05 » March 2022

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**About procedures with tickets  
containing S7 flights in directions to the South of the RF**

TO: Agents of Siberia Airlines, JSC

Dear agents!

Due to the restriction of flights by the Russian authorities, please, be informed about the procedures of working with tickets issued on 421 stock and containing own flights S7 Airlines (S7) on routes:

- Anapa (AAQ)
- Belgorod (EGO)
- Briansk (BZK)
- Voronezh (VOZ)
- Gelendzhik (GDZ)
- Krasnodar (KRR)
- Lipetsk (LPK)
- Rostov on Don (ROV)
- Simferopol (SIP)

The tickets containing S7 flights which depart in the period **from February 24, 2022 (03:45 Moscow time) till March 14, 2022 (03:45 Moscow time) inclusively**, according to passenger's wish are permitted:

**1. Involuntary refund** (regardless of the presence or absence of UN/UC status in the PNR)

Involuntary refund shall be provided at the place of tickets purchase in accordance with the type of payment specified in the ticket.

The S7 Representative Offices, Authorized Agents S7 and LLC "S7 Service", in case of the passenger's request, are allowed to provide involuntary refund of the tickets issued at third-party agencies.

Siberia Airlines, JSC

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**Подлинник документа подписан ЭП и хранится в системе ЭДО «Досье партнера S7»****Сведения о сертификате ЭП (Перевозчик)**

Владелец: АО "Авиакомпания "Сибирь", Шубин В.С.

Сертификат: 03D612D200F8AD4C8440F7898366F13B8A

Действителен: с 08.12.2021 по 08.12.2022





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2. **Involuntary reissue** is allowed for S7 own flights:

- a. the reservation shall be created in the minimum available RBD maintaining the class of service;
- b. the Domestic Carriage must be exchanged for a Domestic Carriage only;
- c. on S7 own scheduled flights with the same carriage itinerary and service class – for new departure dates in the period from **March 14**, 2022 till April 24, 2022 inclusive;
- d. with a change of the route to the destinations indicated in Table 1 – for new departure dates of carriage shall be within from February 24, 2022 till **March 14**, 2022 (03:45 Moscow time) inclusive:

**Table 1.**

The Domestic Carriage (round trip)
IKT = AER
AER = IWA
DME = AER/ MCX/ MRV/ OGZ/ STW/ VOG
OVB = AER/ GRV/ MCX/ MRV/ VOG
DME = ASF/ PEZ/ GSV

A transfer route containing transportation sections with a departure/arrival point to/from AAQ/ EGO/ BZK/ VOZ/ GDZ/ KRR/ LPK/ ROV/ SIP is allowed to be involuntary reissued with a change in the transfer point and a change in the departure/arrival point of AAQ/ EGO/ BZK/ VOZ/ GDZ/ KRR/ LPK/ ROV/ SIP. For example, the KRR-DME-TOF route is allowed to be changed to the AER-OVB-TOF route.

In case of involuntary refund of the tickets issued on stock of other carriers, passenger shall be redirected to the validating carrier.

Agents working in S7 Smart Ticketing, in order to be involuntary reissue tickets with a route change, shall contact the Agent Support Center by creating an application on web-page <https://smarthelp.s7.ru>.

**Letter № 0900024280530afa dated March 03, 2022 About procedures with tickets containing S7 flights in directions to the South of the RF** shall cease to be valid upon signing of this document.

On all technological issues, Agents including Carrier's offices shall contact the Agent Support Center by creating an application on web-page <https://smarthelp.s7.ru>.

**Yours faithfully,  
Siberia Airlines, JSC**

**Signed with digital signature**

**Mr Valeriy Shubin**

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

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