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dated « 26 » April 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!

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)

For the tickets containing **cancelled** S7 flights to the destinations mentioned above, which depart in the period **from February 24, 2022 (03:45 Moscow time)**, **provided that the information about the flight cancellation or delay is indicated in the PNR or confirmed by the S7**, the following is permitted to proceed upon the passenger's request:

1. Involuntary refund.

Involuntary refund shall be provided at the place of tickets purchase in accordance with the payment form 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. **deviating from the original travel dates within 1 to 7 days before or after the original departure date;**
- d. **with maintaining of the travel route** or changing of the **travel** route to the destinations indicated in Table 1:

Table 1.

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

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.

3. **Voluntary reissue** is allowed for S7 own flights:

- a. **For the new departure dates up to September 30, 2022 inclusive.**
- b. **In an available RBD (without downgrade, or with additional fare and/or taxes charge).**
- c. **Without fee charge for the change of transportation conditions according to the Fare application rules.**
- d. **with or without maintaining of the travel route to the destinations indicated in [Table 1](#).**

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 № 090002428053142a dated April 18, 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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