



UT - Utair Service Policies

December 2021



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1. Automated Pricing Services

Services which price is filed in OC fees in ATPCo (only available on ancillary certified markets)

1.1.BAG UPTO 20KG 203LCM (ASVC)

RFIC: C

RFISC: 0C2

Service description and purpose

Prepaid extra baggage up to 20KG for economy class passengers. The service can be issued no less than 36 hours before time of departure.

In free flow text you should specify the RFIC and RFISC codes.

Use the catalogue of ancillary services (**FXK**) or enter manually:

SR ASVC – C/0C2

ASVC – code of service,

C – code RFIC,

0C2 – code RFISC (the first character is digit 0)

If passenger wants to pre-pay several extra pieces then separate SSRs should be requested for every piece (do not use number of party e.g. NN2).

Detailed EMD flow

Initial PNR

New or existing PNR:

```
--- TST RLR ---
RP/MOWR22900/MOWR22900          AA/SU  27FEB18/1034Z   JQUW2T
1.IVANOV/IVAN MR
2  UT 444 Y 01JUL 7 TJMVKO HK1  0600 0700  01JUL  E  UT/781BK4
3  UT 443 Y 11JUL 3 VKOTJM HK1  0010 0450  11JUL  E  UT/781BK4
4 AP MOW 9652600172 - AMADEUS RUSSIA - A
5 TK OK27FEB/MOWR22900//ETUT
6 SSR FOID UT HK1 PP3453453
7 FA PAX 298-1354562575/ETUT/RUB58470/27FEB18/MOWR22900/12340655/S2-3
8 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
9 FE PAX NON-REFUNDABLE NO FREE MEAL/S2-3
10 FM *M*0
11 FP CASH
12 FV PAX UT/S2-3
>
```



Booking

Use the catalogue of ancillary services (**FXK**):

- cryptic mode:

```
> FXK/S2-3

PASSENGER          PR FROM-TO C SC  SRV  PTC BKM (RUB)TOTAL  AV
FLIGHT RELATED

001 P1              UT TJM*TJM F 0C2 ASVC ADT SSR  RUB4000
    STD BAG1-2 PIECE OF BAG UPTO20KG 203LCM -

> FWK1
--- TST RLR ---
RP/MOWR22900/MOWR22900          AA/SU  27FEB18/1034Z  JQUW2T
  1.IVANOV/IVAN MR
  2  UT 444 Y 01JUL 7 TJMVKO HK1  0600 0700  01JUL  E  UT/781BK4
  3  UT 443 Y 11JUL 3 VKOTJM HK1  0010 0450  11JUL  E  UT/781BK4
  4 AP MOW 9652600172 - AMADEUS RUSSIA - A
  5 TK OK27FEB/MOWR22900//ETUT
  6 SSR FOID UT HK1 PP3453453
  7 /SSR ASVC UT NN1 C/0C2//BAG UPTO 20KG 203LCM/S2
  8 /SSR ASVC UT NN1 C/0C2//BAG UPTO 20KG 203LCM/S3
  9 FA PAX 298-1354562575/ETUT/RUB58470/27FEB18/MOWR22900/12340655/S2-3
 10 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
 11 FE PAX NON-REFUNDABLE NO FREE MEAL/S2-3
 12 FM *M*0
 13 FP CASH
 14 FV PAX UT/S2-3
>
```

- graphic mode:

Seats and Services Catalogue

Seats

- Baggage (1)
- Packs (0)
- Meals
- Pets
- Travel Services (0)
- Lounge (0)
- Passenger Assistance
- In-flight Entertainment (0)
- Ground Transportation (0)
- Carbon Offset (0)
- Store (0)
- Mileage Accrual (0)
- Standby (0)
- Upgrades (0)
- Passenger Information
- Other

Passengers

- ☒ P 1 IVANOV / Ivan MR

Flight segments

- ☒ S 1 UT454 Y 01FEB19 TJM-VKO 07:15 08:00
- ☒ S 2 UT443 Y 11FEB19 VKO-TJM 00:05 04:45

Show prices in: RUB

Chargeable Baggage

Services found for passengers: P1, flight segments: S1-S2

Enter the service name or code

Service	Code	Segments	Purchase Conditions	Availability and Price (RUB)
Piece Of Bag Upto20kg 203lcm	ASVC	S1 S2	Refundable Exchangeable	On Request
				Total 4998
				Total (RUB) 4998

☐ Refundable Exchangeable

Total price for all selected passengers: 4998

Standard Baggage

Services Summary

Passenger	Segment	Carrier	Category	Service	Status	Price	Delete All
1 IVANOV / Ivan	1	UT	Misc.	ASVC/C/0C2//BAG UPTO 20KG 203LCM	NN1	4998 RUB	Delete
1 IVANOV / Ivan	2	UT	Misc.	ASVC/C/0C2//BAG UPTO 20KG 203LCM	NN1	4998 RUB	Delete
						Total: 4,998 RUB	

Book and Price

Close



Or book the service manually:

```
> SRASVC-C/0C2
--- TST RLR ---
RP/MOWR22900/MOWR22900          AA/SU  27FEB18/1034Z  JQUW2T
1.IVANOV/IVAN MR
2  UT 444 Y 01JUL 7 TJMVKO HK1  0600 0700  01JUL  E  UT/781BK4
3  UT 443 Y 11JUL 3 VKOTJM HK1  0010 0450  11JUL  E  UT/781BK4
4 AP MOW 9652600172 - AMADEUS RUSSIA - A
5 TK OK27FEB/MOWR22900//ETUT
6 SSR FOID UT HK1 PP3453453
7 /SSR ASVC UT NN1 C/0C2//BAG UPTO 20KG 203LCM/S2
8 /SSR ASVC UT NN1 C/0C2//BAG UPTO 20KG 203LCM/S3
9 FA PAX 298-1354562575/ETUT/RUB58470/27FEB18/MOWR22900/12340655/S2-3
10 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
11 FE PAX NON-REFUNDABLE NO FREE MEAL/S2-3
12 FM *M*0
13 FP CASH
14 FV PAX UT/S2-3
>
```

Store new created SSRs in PNR (ER) and wait for the carrier confirmation (KK1).

Pricing

Use **FXG** for pricing (usually required only for manually added services):

```
> FXG
FXG

PASSENGER          PTC -----
OC  SRV   NP PR FLGT DATE  (RUB) FARE      TAX          TOTAL

01 IVANOV/IVAN MR  ADT
0C2 ASVC    1 UT444   01JUL
0C2 ASVC    1 UT443   11JUL RUB4000          RUB4000
>
```



Check TSM (if needed):

```
> TQM
TSM      1  TYPE P      MOWR22900 AA/27FEB 00 INT I EMD-A CARR UT
1.IVANOV/IVAN MR
RFIC-C/C  BAGGAGE
1. RFISC-0C2 BAG UPTO 20KG 203LCM                                L 7
  OPERATING CC-UT FEE OWNER-UT                                ORIGIN-TJM DEST-VKO
  SERVICE REMARKS-20
  EXCESS BAGGAGE-1 PC RATE PER UNIT RUB                        0
  NON INTERLINEABLE
2. RFISC-0C2 BAG UPTO 20KG 203LCM                                L 8
  OPERATING CC-UT FEE OWNER-UT                                ORIGIN-VKO DEST-TJM
  SERVICE REMARKS-20
  EXCESS BAGGAGE-1 PC RATE PER UNIT RUB                        0
  NON INTERLINEABLE

ADD INF/RKS:

FARE      F  RUB      4000
EXCH VAL   RUB      4000

TOTAL      RUB      4000
FC  TJM UT MOW2000 UT TJM2000RUB4000END

>
```

Add form of payment (if different from the ticket FOP):

```
> TMI/M1/FP-INVOICE
TSM      1  TYPE P      MOWR22900 AA/27FEB 00 INT I EMD-A CARR UT
1.IVANOV/IVAN MR
RFIC-C/C  BAGGAGE
1. RFISC-0C2 BAG UPTO 20KG 203LCM                                L 7
  OPERATING CC-UT FEE OWNER-UT                                ORIGIN-TJM DEST-VKO
  SERVICE REMARKS-20
  EXCESS BAGGAGE-1 PC RATE PER UNIT RUB                        0
  NON INTERLINEABLE
2. RFISC-0C2 BAG UPTO 20KG 203LCM                                L 8
  OPERATING CC-UT FEE OWNER-UT                                ORIGIN-VKO DEST-TJM
  SERVICE REMARKS-20
  EXCESS BAGGAGE-1 PC RATE PER UNIT RUB                        0
  NON INTERLINEABLE

ADD INF/RKS:

FARE      F  RUB      4000
EXCH VAL   RUB      4000

TOTAL      RUB      4000
FC  TJM UT MOW2000 UT TJM2000RUB4000END
FP INVOICE

>
```



Issuance

Issue EMD:

```
>TTM/RT
OK EMD
>
```

EMD display (EWD)

Use **EWD** to display EMD:

```
>EWD
EMD-2983012499454      TYPE-A      SYS-1A  LOC-JQUW2T
INT-      FCI-0  0      POI-MOW      DOI-27FEB18      IOI-12340655
PAX-  IVANOV/IVAN MR      ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0C2  UT TJMVKO  S-O
  DESCRIPTION-BAG UPTO 20KG 203LCM
  PRESENT TO-
  PRESENT AT-
  ICW-2981354562575E1      (A)
  EXCESS BAGGAGE-      1 N RATE PER UNIT-
  SERVICE REMARKS-20
CPN-2  RFISC-0C2  UT VKOTJM  S-O
  DESCRIPTION-BAG UPTO 20KG 203LCM
  PRESENT TO-
  PRESENT AT-
  ICW-2981354562575E2      (A)
  EXCESS BAGGAGE-      1 N RATE PER UNIT-
  SERVICE REMARKS-20
FARE  F      RUB      4000
EXCH VAL      RFND VAL
TAX-
TOTAL      RUB      4000
/FC TJM UT MOW2000 UT TJM2000RUB4000END
FP INVOICE
FOID-
>
```



EMD sales cancellation (void)

Airline allows EMD sales cancellation on the day of EMD issuance.

EMD refund

Airline allows EMD refund.

EMD exchange (reissue)

In case of ticket reissue to another date / flight number Airline allows EMD exchange (reissue).
Re-association is not available.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any flight	Voluntary or involuntary flight rebooked to another date / voluntary or involuntary flight nbr changes -> EMD needs to be changed	Reissue EMD as per standard procedure: - book new service, - price and create TSM, - issue new EMD
2	Any flight	Ticket is voided -> EMD needs to be voided	Void EMD as per standard procedure.
3	Any flight	Ticket is refunded -> EMD needs to be refunded	Refund EMD as per standard procedure.
4	Any flight	Passenger is rerouted voluntary or involuntary -> EMD needs to be refunded	Refund EMD as per standard procedure. In case of need passenger has to buy a new service.
5	Any flight	Upgrade with money -> EMD needs to be refunded	Refund EMD as per standard procedure.
6	Any flight	Upgrade with points -> EMD needs to be refunded	Refund EMD as per standard procedure.
7	Any flight	Any involuntary flight cancellation. Passenger does not travel -> EMD needs to be refunded	Refund EMD as per standard procedure.



1.2.BAG 21 30KG UPTO 203LCM (ASVC)

RFIC: C

RFISC: 0C5

Service description and purpose

Prepaid extra baggage from 21KG up to 30KG for economy class passengers. The service can be issued no less than 36 hours before time of departure.

Use the catalogue of ancillary services (**FXK**) or enter manually:

SR ASVC – C/0C5

ASVC – code of service,

C – code RFIC,

0C5 – code RFISC (the first character is digit 0)

If passenger wants to pre-pay several extra pieces then separate SSRs should be requested for every piece (do not use number of party e.g. NN2).

Detailed EMD flow

Initial PNR

New or existing PNR:

```
--- TST RLR ---
RP/MOWR22900/MOWR22900          AA/SU  27FEB18/1034Z   JQUW2T
1.IVANOV/IVAN MR
2  UT 444 Y 01JUL 7 TJMVKO HK1  0600 0700  01JUL  E  UT/781BK4
3  UT 443 Y 11JUL 3 VKOTJM HK1  0010 0450  11JUL  E  UT/781BK4
4 AP MOW 9652600172 - AMADEUS RUSSIA - A
5 TK OK27FEB/MOWR22900/ETUT
6 SSR FOID UT HK1 PP3453453
7 FA PAX 298-1354562575/ETUT/RUB58470/27FEB18/MOWR22900/12340655/S2-3
8 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
9 FE PAX NON-REFUNDABLE NO FREE MEAL/S2-3
10 FM *M*0
11 FP CASH
12 FV PAX UT/S2-3
>
```



Booking

Use the catalogue of ancillary services (**FXK**):

- cryptic mode:

```
> FXK/S2-3

PASSENGER          PR FROM-TO C SC  SRV  PTC BKM (RUB)TOTAL  AV
FLIGHT RELATED

002 P1              UT TJM*TJM F 0C5      ADT      RUB8000
    BAG 21 30KG UPTO 203LCM -

> FWK2
--- TST RLR ---
RP/MOWR22900/MOWR22900          AA/SU  27FEB18/1034Z  JQUW2T
  1.IVANOV/IVAN MR
  2  UT 444 Y 01JUL 7 TJMVKO HK1  0600 0700  01JUL  E  UT/781BK4
  3  UT 443 Y 11JUL 3 VKOTJM HK1  0010 0450  11JUL  E  UT/781BK4
  4 AP MOW 9652600172 - AMADEUS RUSSIA - A
  5 TK OK27FEB/MOWR22900//ETUT
  6 SSR FOID UT HK1 PP3453453
  7 /SSR ASVC UT NN1 C/0C5//BAG 21 30KG UPTO 203LCM/S2
  8 /SSR ASVC UT NN1 C/0C5//BAG 21 30KG UPTO 203LCM/S3
  9 FA PAX 298-1354562575/ETUT/RUB58470/27FEB18/MOWR22900/12340655/S2-3
 10 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
 11 FE PAX NON-REFUNDABLE NO FREE MEAL/S2-3
 12 FM *M*0
 13 FP CASH
 14 FV PAX UT/S2-3
>
```

- graphic mode:

Seats and Services Catalogue

Seats

Baggage (2)

Packs (0)

Meals

Pets

Travel Services (0)

Lounge (0)

Passenger Assistance

In-flight Entertainment (0)

Ground Transportation (0)

Carbon Offset (0)

Store (0)

Mileage Accrual (0)

Standby (0)

Upgrades (0)

Passenger Information

Other

Passengers

☒ P 1 IVANOV / Ivan MR

Flight segments

☒ S 1 UT444 Y 01JUL18 TJM-VKO 06:00 07:00

☒ S 2 UT443 Y 11JUL18 VKO-TJM 00:10 04:50

Show prices in: RUB

Chargeable Baggage

Services found for passengers: P1, flight segments: S1-S2

Enter the service name or code

Service	Code	Segments	Purchase Conditions	Availability and Price (RUB)
Piece Of Bag Upto23kg 203lcm	ASVC	S1 S2	Refundable Exchangeable	On Request Total 4000
Pc Of Bag 21 30kg Upto 203lcm	ASVC	S1 S2	Refundable Exchangeable	On Request Total 8000
<input checked="" type="checkbox"/> Refundable Exchangeable				<input checked="" type="checkbox"/> Total (RUB) 8000

Total price for all selected passengers: 8000

Add Service

Standard Baggage

Services Summary

Passenger	Segment	Carrier	Category	Service	Status	Delete All
1 IVANOV / Ivan	1	UT	Misc.	ASVC/C/0C5//PC OF BAG 21 30KG UPTO 203LCM	NN1	Delete
1 IVANOV / Ivan	2	UT	Misc.	ASVC/C/0C5//PC OF BAG 21 30KG UPTO 203LCM	NN1	Delete

Close



Or book the service manually:

```
> SRASVC-C/OC5
--- TST RLR ---
RP/MOWR22900/MOWR22900          AA/SU  27FEB18/1034Z   JQUW2T
1.IVANOV/IVAN MR
2  UT 444 Y 01JUL 7 TJMVKO HK1  0600 0700  01JUL  E   UT/781BK4
3  UT 443 Y 11JUL 3 VKOTJM HK1  0010 0450  11JUL  E   UT/781BK4
4 AP MOW 9652600172 - AMADEUS RUSSIA - A
5 TK OK27FEB/MOWR22900//ETUT
6 SSR FOID UT HK1 PP3453453
7 /SSR ASVC UT NN1 C/OC5//BAG 21 30KG UPTO 203LCM/S2
8 /SSR ASVC UT NN1 C/OC5//BAG 21 30KG UPTO 203LCM/S3
9 FA PAX 298-1354562575/ETUT/RUB58470/27FEB18/MOWR22900/12340655/S2-3
10 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
11 FE PAX NON-REFUNDABLE NO FREE MEAL/S2-3
12 FM *M*0
13 FP CASH
14 FV PAX UT/S2-3
>
```

Store new created SSRs in PNR (ER) and wait for the carrier confirmation (KK1).

Pricing

Use **FXG** for pricing (usually required only for manually added services):

```
> FXG
FXG

PASSENGER          PTC -----
OC  SRV   NP PR FLGT DATE  (RUB)FARE      TAX          TOTAL

01 IVANOV/IVAN MR  ADT
0C5 ASVC    1 UT444   01JUL
0C5 ASVC    1 UT443   11JUL RUB8000          RUB8000
>
```



Check TSM (if needed):

```
> TQM
TSM 1 TYPE P MOWR22900 AA/27FEB 00 INT I EMD-A CARR UT
1.IVANOV/IVAN MR
RFIC-C/C BAGGAGE
1. RFISC-0C5 PC OF BAG 21 30KG UPTO 203LCM L 7
OPERATING CC-UT FEE OWNER-UT ORIGIN-TJM DEST-VKO
SERVICE REMARKS-30
EXCESS BAGGAGE-1 PC RATE PER UNIT RUB 0
NON INTERLINEABLE
2. RFISC-0M6 PC OF BAG 21 30KG UPTO 203LCM L 8
OPERATING CC-UT FEE OWNER-UT ORIGIN-VKO DEST-TJM
SERVICE REMARKS-30
EXCESS BAGGAGE-1 PC RATE PER UNIT RUB 0
NON INTERLINEABLE

ADD INF/RKS:

FARE F RUB 8000
EXCH VAL RUB 8000

TOTAL RUB 8000
FC TJM UT MOW4000 UT TJM4000RUB8000END
>
```

Add form of payment (if different from the ticket FOP):

```
> TMI/M1/FP-INVOICE
TSM 1 TYPE P MOWR22900 AA/27FEB 00 INT I EMD-A CARR UT
1.IVANOV/IVAN MR
RFIC-C/C BAGGAGE
1. RFISC-0C5 PC OF BAG 21 30KG UPTO 203LCM L 7
OPERATING CC-UT FEE OWNER-UT ORIGIN-TJM DEST-VKO
SERVICE REMARKS-30
EXCESS BAGGAGE-1 PC RATE PER UNIT RUB 0
NON INTERLINEABLE
2. RFISC-0C5 PC OF BAG 21 30KG UPTO 203LCM L 8
OPERATING CC-UT FEE OWNER-UT ORIGIN-VKO DEST-TJM
SERVICE REMARKS-30
EXCESS BAGGAGE-1 PC RATE PER UNIT RUB 0
NON INTERLINEABLE

ADD INF/RKS:

FARE F RUB 8000
EXCH VAL RUB 8000

TOTAL RUB 8000
FC TJM UT MOW4000 UT TJM4000RUB8000END
FP INVOICE
>
```



Issuance

Issue EMD:

```
>TTM/RT
OK EMD
>
```

EMD display (EWD)

Use **EWD** to display EMD:

```
>EWD
EMD-2983012499539      TYPE-A      SYS-1A  LOC-JQUW2T
INT-      FCI-0  0      POI-MOW      DOI-27FEB18      IOI-12340655
PAX-  IVANOV/IVAN MR      ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0C5  UT TJMVKO  S-O
  DESCRIPTION-PC OF BAG 21 30KG UPTO 203LCM
  PRESENT TO-
  PRESENT AT-
  ICW-2981354562575E1      (A)
  EXCESS BAGGAGE-      1 N RATE PER UNIT-
  SERVICE REMARKS-30
CPN-2  RFISC-0C5  UT VKOTJM  S-O
  DESCRIPTION-PC OF BAG 21 30KG UPTO 203LCM
  PRESENT TO-
  PRESENT AT-
  ICW-2981354562575E2      (A)
  EXCESS BAGGAGE-      1 N RATE PER UNIT-
  SERVICE REMARKS-30
FARE  F      RUB      8000
EXCH VAL      RFND VAL
TAX-
TOTAL      RUB      8000
/FC TJM UT MOW4000 UT TJM4000RUB8000END
FP INVOICE
FOID-
>
```



EMD sales cancellation (void)

Airline allows EMD sales cancellation on the day of EMD issuance.

EMD refund

Airline allows EMD refund

EMD exchange (reissue)

In case of ticket reissue to another date / flight number Airline allows EMD exchange (reissue).
Re-association is not available.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any flight	<i>Voluntary or involuntary flight rebooked to another date / voluntary or involuntary flight nbr changes -> EMD needs to be changed</i>	Reissue EMD as per standard procedure: - book new service, - price and create TSM, - issue new EMD
2	Any flight	<i>Ticket is voided -> EMD needs to be voided</i>	Void EMD as per standard procedure.
3	Any flight	<i>Ticket is refunded -> EMD needs to be refunded</i>	Refund EMD as per standard procedure.
4	Any flight	<i>Passenger is rerouted voluntary or involuntary -> EMD needs to be refunded</i>	Refund EMD as per standard procedure. In case of need passenger has to buy a new service.
5	Any flight	<i>Upgrade with money -> EMD needs to be refunded</i>	Refund EMD as per standard procedure.
6	Any flight	<i>Upgrade with points -> EMD needs to be refunded</i>	Refund EMD as per standard procedure.
7	Any flight	<i>Any involuntary flight cancellation. Passenger does not travel -> EMD needs to be refunded</i>	Refund EMD as per standard procedure.



1.3.Pre Reserved Seats of Exit, Bulk Head, Choice seats (RQST)

RFIC: A

RFISC: 0B5 (the first character is digit 0)

Service description and purpose

This service allows to reserve seats such as Emergency Exit Rows, Bulk Head and Choice seats for the comfort of guests.

There are two categories of seats in economy cabin:

- 1) Seat+ - rows at emergency exits and first row of economy cabin;
- 2) Standard - all other seats not included in the category Seat+.

The interactive seat map will display the paid seats and associated cost per seat. Seats can be reserved in advance by economy class passengers on all flights operated by UTair 48 hours before departure at least.

Exit row seats must be assigned only to passengers, who are physically and mentally able to open emergency exit in case of emergency situation. Passengers on exit row seats must be at least 18 years old and speak Russian or English. Passengers, who would slow down an evacuation because of physical reasons or who are not able to understand or follow instructions given by the crew may never be seated in emergency exit rows (children including UMNRS, passengers with infant and/or child, all kind of PRM and/or MEDA cases, passengers travelling with PETC and CBBG, pregnant women, passengers provided with extended seatbelt etc.). It is in agent's responsibility to ensure with passenger that he/she meets this conditions.

Use the catalogue of ancillary services (**FXK**) or enter manually:

ST/10A/S2

10A – seat number,

S2 – segment number

Detailed EMD flow

Initial PNR

New or existing PNR:



```
--- TST RLR ---
RP/MOWR22900/MOWR22900          AA/SU  24DEC18/1544Z   SAXDXK
 1.IVANOV/IVAN MR
 2  UT 454 Y 01FEB 5 TJMVKO HK1  0715 0800  01FEB  E  UT/B8K88G
 3  UT 443 Y 11FEB 1 VKOTJM HK1  0005 0445  11FEB  E  UT/B8K88G
 4 AP MOW 8495-7979099 - AMADEUS RUSSIA - A
 5 TK OK24DEC/MOWR22900//ETUT
 6 SSR FOID UT HK1 PP123456
 7 FA PAX 298-1354562654/ETUT/RUB59170/24DEC18/MOWR22900/12340655/S2-3
 8 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
 9 FE PAX NON-REFUNDABLE NO FREE BAGGAGE NO FREE MEAL/S2-3
10 FM *M*0
11 FP CASH
12 FV PAX UT/S2-3
>
```




Booking

Use the interactive seatmap (**SM2**):

- cryptic mode:

```

>SM2
SM UT 0454/Y/01FEBTJMVKO /S002/
SM UT 0454 Y 01FEB TJMVKO 735
Y
0 0 0
0 1 2
345678901234567890

F YYYYYYYYYYYYYYYYYY F
E YYYYYYYYYYYYYYYYYY E
D YYYYYYYYYYYYYYYYYY D

C YYYYYYYYYYYYYYYYYY C
B YYYYYYYYYYYYYYYYYY B
A YYYYYYYYYYYYYYYYYY A

345678901234567890
0 1 2
. AVAILABLE <> WING F GEN FACI K GALLEY E EXIT C COT
+ OCCUPIED - LAST OFF H HANDICAP Q QUIET G GROUPS P PET
/ RESTRICTED B BULKHEAD V PREF.SEAT X BLOCKED L LEGROOM U UMR
() SMOKING D DEPORTEE UP UP-DECK Z NO FILM I INFANT R REAR
Y CHARGEABLE

)>ST/3D
--- TST RLR ---
RP/MOWR22900/MOWR22900 AA/SU 24DEC18/1544Z SAXDXK
1.IVANOV/IVAN MR
2 UT 454 Y 01FEB 5 TJMVKO HK1 0715 0800 01FEB E UT/B8K88G
3 UT 443 Y 11FEB 1 VKOTJM HK1 0005 0445 11FEB E UT/B8K88G
4 AP MOW 8495-7979099 - AMADEUS RUSSIA - A
5 TK OK24DEC/MOWR22900//ETUT
6 /SSR RQST UT HK1 TJMVKO/03DN,P1/S2 SEE RTSTR
7 SSR FOID UT HK1 PP123456
8 FA PAX 298-1354562654/ETUT/RUB59170/24DEC18/MOWR22900/12340655/S2-3
9 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
10 FE PAX NON-REFUNDABLE NO FREE BAGGAGE NO FREE MEAL/S2-3
11 FM *M*0
12 FP CASH
13 FV PAX UT/S2-3
>

```

For multiple passengers seat request, please book one seat per one transaction, for example:
 enter **ST/3D/P1** for the 1st passenger then **ST/3A/P2** for the 2nd passenger.



- graphic mode:

Seats and Services Catalogue

Passengers
☒ P 1 IVANOV / Ivan MR

Flight segments

Segment	Carrier	Class	Y/N	Origin	Destination	Time	Stop
S 1	UT454	Y		01FEB19	TJM-VKO	07:15	08:00
S 2	UT443	Y		11FEB19	VKO-TJM	00:05	04:45

Seat Map

Explanation

- ☒ Selected seat
- ☐ Available
- ☐ Seat occupied by passenger 1
- ☐ Occupied seat
- ☐ Seat blocked by the airline
- ☐ Chargeable seat
- ☐ Exempted seat
- ☐ Facility
- ☐ Exit

Features

Click to highlight these features on the seat map

- ☐ Chargeable seat
- ☐ Left side of aircraft
- ☐ Leg space seat
- ☐ Right side of aircraft
- ☐ Seat not allowed for unaccompanied minor
- ☐ Seat not allowed for infant
- ☐ Seat not allowed for medical
- ☐ Seat not suitable for child

PRE RESERVED SEAT ASSIGNMENT 3D

Purchase Conditions Refundable-Exchangeable P1

Seat Characteristics P
 Leg space seat
 Right side of aircraft
 Chargeable seat
 Seat is vacant

Seat Occupation P1 Seat assigned to IVANOV IVAN

Price per passenger 1499 RUB

Total price for all selected seats: 1499 RUB

Services Summary

Passenger	Segment	Carrier	Category	Service	Status	Price	
1 IVANOV / Ivan	ALL	UT	Form of Identification	FOID/PP123456	HK1	Not chargeable	Delete All
						Total:	0

Buttons: Modify Seats, Add Seats, Delete, Close

Or book the service manually:

```
>ST/3D
--- TST RLR ---
RP/MOWR22900/MOWR22900          AA/SU  24DEC18/1544Z   SAXDXK
1. IVANOV/IVAN MR
2  UT 454 Y 01FEB 5 TJMVKO HK1  0715 0800  01FEB  E  UT/B8K88G
3  UT 443 Y 11FEB 1 VKOTJM HK1  0005 0445  11FEB  E  UT/B8K88G
4 AP MOW 8495-7979099 - AMADEUS RUSSIA - A
5 TK OK24DEC/MOWR22900//ETUT
6 /SSR RQST UT HK1 TJMVKO/03DN,P1/S2  SEE RTSTR
7 SSR FOID UT HK1 PP123456
8 FA PAX 298-1354562654/ETUT/RUB59170/24DEC18/MOWR22900/12340655/S2-3
9 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
10 FE PAX NON-REFUNDABLE NO FREE BAGGAGE NO FREE MEAL/S2-3
11 FM *M*0
12 FP CASH
13 FV PAX UT/S2-3
>
```

For multiple passengers seat request, please book one seat per one transaction, for example: enter **ST/3D/P1** for the 1st passenger then **ST/3A/P2** for the 2nd passenger.



Pricing

Use **FXG** for pricing:

> **FXG**
FXG

PASSENGER	PTC	-----							
OC	SRV	NP	PR	FLGT	DATE	(RUB)	FARE	TAX	TOTAL
01	IVANOV/IVAN MR	ADT							
0B5	RQST	1	UT454	01FEB	RUB1499				RUB1499

>

Check TSM (if required):

> **TQM**
TSM 1 TYPE P MOWR22900 AB/24DEC 00 INT I EMD-A CARR UT
1.IVANOV/IVAN MR
RFIC-A/A AIR TRANSPORTATION
1. RFISC-0B5 PRE RESERVED SEAT ASSIGNMENT **L 6**
OPERATING CC-UT FEE OWNER-UT ORIGIN-TJM DEST-VKO
SERVICE REMARKS-CHARACTERISTICS: CH L
NON REFUNDABLE
NON EXCHANGEABLE
NON INTERLINEABLE

ADD INF/RKS:

FARE F RUB 1499
EXCH VAL RUB 1499

TOTAL RUB 1499
FC TJM UT MOW1499RUB1499END
>

Add form of payment (if different from the ticket FOP):

> **TMI/M1/FP-INVOICE**
TSM 1 TYPE P MOWR22900 AB/24DEC 00 INT I EMD-A CARR UT
1.IVANOV/IVAN MR
RFIC-A/A AIR TRANSPORTATION
1. RFISC-0B5 PRE RESERVED SEAT ASSIGNMENT **L 6**
OPERATING CC-UT FEE OWNER-UT ORIGIN-TJM DEST-VKO
SERVICE REMARKS-CHARACTERISTICS: CH L
NON REFUNDABLE
NON EXCHANGEABLE
NON INTERLINEABLE

ADD INF/RKS:

FARE F RUB 1499
EXCH VAL RUB 1499

TOTAL RUB 1499
FC TJM UT MOW1499RUB1499END
FP INVOICE
>



Add NON-EXCHANGEABLE indicator:

```
> TMI/M1/FE-NON-EXCHANGEABLE
TSM      1  TYPE P      MOWR22900 AB/24DEC 00 INT I EMD-A CARR UT
1.IVANOV/IVAN MR
RFIC-A/A  AIR TRANSPORTATION
1. RFISC-0B5 PRE RESERVED SEAT ASSIGNMENT                                L  6
   OPERATING CC-UT FEE OWNER-UT                                ORIGIN-TJM DEST-VKO
   SERVICE REMARKS-CHARACTERISTICS: CH L
   NON REFUNDABLE
   NON EXCHANGEABLE
   NON INTERLINEABLE

ADD INF/RKS:

FARE      F  RUB          1499
EXCH VAL   RUB          1499

TOTAL      RUB          1499
FC  TJM UT MOW1499RUB1499END
FE  *M*NON-EXCHANGEABLE
FP  INVOICE
>
```

Issuance

Issue EMD:

```
>TTM/RT
OK EMD
>
```

EMD display (EWD)

Use EWD to display EMD:

```
>EWD
EMD-2983055332947      TYPE-A      SYS-1A  LOC-SAXDXK
INT-      FCI-0  0      POI-MOW      DOI-24DEC18      IOI-12340655
PAX-  IVANOV/IVAN MR      ADT
RFIC-A  AIR TRANSPORTATION
REMARKS-
CPN-1  RFISC-0B5  UT TJMVKO  S-O
DESCRIPTION-PRE RESERVED SEAT ASSIGNMENT
PRESENT TO-
PRESENT AT-
ICW-2981354562654E1      (A)
SERVICE REMARKS-CHARACTERISTICS: CH L
FARE    F      RUB          1499
EXCH VAL      RFND VAL
TAX-
TOTAL      RUB          1499
/FC TJM UT MOW1499RUB1499END
FE NON-EXCHANGEABLE
FP INVOICE
FOID-
NON-REFUNDABLE
>
```



EMD sales cancellation (void)

Airline allows EMD sales cancellation on the day of EMD issuance.

EMD refund

Airline does not allow EMD refund

Refund of the service fee is made externally via Refund Application Form in the following cases:

- in case of unforeseen change of aircraft type and impossibility to provide the service;
- in case of involuntary exchange or refund of the ticket;
- when a passenger is moved to another seat in economy class for safety reasons.

EMD exchange (reissue)

In case of ticket reissue to another date / flight number Airline does not allow EMD exchange (reissue).

Re-association is not available.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any flight	Voluntary flight rebooked to another date / voluntary flight nbr changes	EMD is not exchangeable EMD is not refundable
2	Any flight	Involuntary flight rebooked to another date / involuntary flight nbr changes -> EMD needs to be refunded	EMD can be reissued EMD can be refundable externally via Refund Application Form
3	Any flight	Ticket is voided	EMD can be voided
4	Any flight	Ticket is refunded voluntary	EMD is not refundable
5	Any flight	Passenger is rerouted voluntary	EMD is not exchangeable EMD is not refundable
6	Any flight	Passenger is rerouted involuntary	EMD is not exchangeable EMD can be refundable externally via Refund Application Form
7	Any flight	Upgrade with money	EMD is not refundable
8	Any flight	Upgrade with points	EMD is not refundable
9	Any flight	Any involuntary flight cancellation. Passenger does not travel	EMD can be refundable externally via Refund Application Form



1.4.MEALS (ASVC)

RFIC: G

RFISC: xxx

Service description and purpose

Passengers can be provided with special meal if this service is available at airport. Each type of meal is bookable until certain time before flight departure (deadline). Approximate list of meals with details can be found in Appendix. The current list of meals is available in services catalogue.

➡ **Please note!!! The full refund is permitted until the service availability deadline. After the deadline the service is non refundable.**

You can also find deadline info in meal description in service catalog – see an example in GUI on the next page

Use the catalogue of ancillary services (**FXK**) or enter manually:

SR ASVC – C/BR1

ASVC – code of service,

C – code RFIC,

BR1 – code RFISC (available codes can be found in Appendix)

Detailed EMD flow

Initial PNR

New or existing PNR:

```
--- TST RLR ---
RP/MOWR22900/MOWR22900          AA/SU  27FEB18/1034Z   JQUW2T
 1.IVANOV/IVAN MR
 2  UT 453 Y 01FEB 2 VKOTJM HK1  0025 0515  01FEB  E  UT/123G78
 3 AP MOW 1234567890 - TRAVEL COMPANY - A
 4 TK OK09DEC/SVXR227AD//ETUT
 5 SSR FOID UT HK1 PP123456890
 6 FA PAX 298-6527885743/ETUT/RUB30300/09DEC21/MOWR22900/00040655/S2
 7 FB PAX 0000000000 TTP/RT OK ETICKET/S2
 8 FE PAX NON-REFUNDABLE NO FREE MEAL/S2
 9 FM *M*0
10 FP CASH
11 FV PAX UT/S2
>
```



Booking

Use the catalogue of ancillary services (**FXK**):

- cryptic mode:

```
> FXK

PASSENGER          PR FROM-TO C SC  SRV  PTC BKM (RUB)TOTAL  AV
FLIGHT RELATED

001 P1              UT VKO-TJM F 0C2 ASVC ADT SSR  RUB2249
STD BAG1-2 PIECE OF BAG UPTO20KG 203LCM -

002 P1              UT VKO-TJM F 0C5 ASVC ADT SSR  RUB3499
BAG 21 30KG UPTO 203LCM -

003 P1              UT VKO-TJM F BR1 ASVC ADT SSR  RUB345
CURD CAKES -

004 P1              UT VKO-TJM F BR2 ASVC ADT SSR  RUB370
OMLETTE WITH CHICKEN -

)>FWK4
--- TST RLR ---
RP/MOWR22900/MOWR22900          AA/SU  27FEB18/1034Z  JQUW2T
1.IVANOV/IVAN MR
2  UT 453 Y 01FEB 2 VKOTJM HK1  0025 0515  01FEB  E  UT/123G78
3 AP MOW 1234567890 - TRAVEL COMPANY - A
4 TK OK09DEC/SVXR227AD//ETUT
5 SSR FOID UT HK1 PP123456890
6 /SSR ASVC UT NN1 G/BR2//OMLETTE WITH CHICKEN/S2
7 FA PAX 298-6527885743/ETUT/RUB30300/09DEC21/MOWR22900/00040655/S2
8 FB PAX 0000000000 TTP/RT OK ETICKET/S2
9 FE PAX NON-REFUNDABLE NO FREE MEAL/S2
10 FM *M*0
11 FP CASH
12 FV PAX UT/S2
>
```

- graphic mode:

Services Catalogue

Meals (28)

Chargeable Meals

Services found for passengers: P1, flight segments: S1

Enter the service name or code

Service	Code	Segments	Purchase Conditions	Availability and Price (RUB)
Curd Cakes - BR1,G	ASVC	S1	Refundable Exchangeable On Request	Total 345
Omlette With Chicken - BR2,G	ASVC	S1	Refundable Exchangeable On Request	Total 370
<p>[P] THE CHARGE IS REFUNDABLE IF THE SERVICE IS CANCELLED MORE THAN 4 HOURS BEFORE FLIGHT DEPARTURE THE CHARGE IS NON-REFUNDABLE IF THE SERVICE IS CANCELLED LESS THAN 4 HOURS BEFORE FLIGHT DEPARTURE OR</p>				Total (RUB) 370
Total price for all selected passengers: 370				Book and Price
Pancakes With Cherry Sauce - BR3,G	ASVC	S1	Refundable Exchangeable On Request	Total 315
Chocolate Cake - DS1,G	ASVC	S1	Refundable Exchangeable On Request	Total 210
Raspberry Chia Seed Mousse - DS2,G	ASVC	S1	Refundable Exchangeable On Request	Total 210
Sweet Set - DS3,G	ASVC	S1	Refundable Exchangeable On Request	Total 260
Set Coconut Mousse Limoncello - DS4,G	ASVC	S1	Refundable Exchangeable On Request	Total 260
Halal Lunch - HI 3,G	ASVC	S1	Refundable Exchangeable On Request	Total 749



Or book the service manually:

```
> SRASVC-G/BR2
--- TST RLR ---
RP/MOWR22900/MOWR22900          AA/SU  27FEB18/1034Z   JQUW2T
 1.IVANOV/IVAN MR
 2  UT 453 Y 01FEB 2 VKOTJM HK1  0025 0515  01FEB  E  UT/123G78
 3 AP MOW 1234567890 - TRAVEL COMPANY - A
 4 TK OK09DEC/SVXR227AD//ETUT
 5 SSR FOID UT HK1 PP123456890
 6 /SSR ASVC UT NN1 G/BR2//OMLETTE WITH CHICKEN/S2
 7 FA PAX 298-6527885743/ETUT/RUB30300/09DEC21/MOWR22900/00040655/S2
 8 FB PAX 0000000000 TTP/RT OK ETICKET/S2
 9 FE PAX NON-REFUNDABLE NO FREE MEAL/S2
10 FM *M*0
11 FP CASH
12 FV PAX UT/S2
>
```

Store new created SSRs in PNR (ER) and wait for the carrier confirmation (KK1).

Pricing

Use **FXG** for pricing (usually required only for manually added services):

```
> FXG
FXG

PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (RUB)FARE    TAX        TOTAL

01 IVANOV/IVAN MR  ADT
BR2 ASVC   1 UT453   01FEB RUB370          RUB370
>
```

Check TSM (if needed):

```
> TQM
TSM 1 TYPE P      MOWR22900 AA/27FEB 00 INT I EMD-A CARR UT
 1.IVANOV/IVAN MR
RFIC-G/G  IN-FLIGHT SERVICES
 1. RFISC-BR2 OMLETTE WITH CHICKEN                      L 6
    OPERATING CC-UT FEE OWNER-UT                      ORIGIN-VKO DEST-TJM
    NON INTERLINEABLE

ADD INF/RKS:

FARE      F  RUB          370
EXCH VAL   RUB          370

TOTAL      RUB          370
FC  MOW UT TJM370RUB370END
>
```




Add form of payment (if different from the ticket FOP):

```
> TMI/M1/FP-INVOICE
TSM 1 TYPE P MOWR22900 AA/27FEB 00 INT I EMD-A CARR UT
1.IVANOV/IVAN MR
RFIC-G/G IN-FLIGHT SERVICES
1. RFISC-BR2 OMLETTE WITH CHICKEN L 6
OPERATING CC-UT FEE OWNER-UT ORIGIN-VKO DEST-TJM
NON INTERLINEABLE

ADD INF/RKS:

FARE F RUB 370
EXCH VAL RUB 370

TOTAL RUB 370
FC MOW UT TJM370RUB370END
FP INVOICE
>
```

Issuance

Issue EMD:

```
>TTM/RT
OK EMD
>
```

EMD display (EWD)

Use **EWD** to display EMD:

```
>EWD
EMD-2981883392469 TYPE-A SYS-1A LOC-JQUW2T
INT- FCI-0 0 POI-SVX DOI-09DEC21 IOI-00040655
PAX- IVANOV/IVAN MR ADT
RFIC-G IN-FLIGHT SERVICES
REMARKS-
CPN-1 RFISC-BR2 UT VKOTJM S-O
DESCRIPTION-OMLETTE WITH CHICKEN
PRESENT TO-
PRESENT AT-
ICW-2986527885743E1 (A)
SERVICE REMARKS-
FARE F RUB 370
EXCH VAL RFND VAL
TAX-
TOTAL RUB 370
/FC MOW UT TJM370RUB370END
FP INVOICE
FOID-
>
```



EMD sales cancellation (void)

Airline allows EMD sales cancellation on the day of EMD issuance.

EMD refund

Airline allows EMD refund up to the last time to order (check meal description in Appendix).

For example if a meal can be requested not later than 4 hours before departure, refund is allowed not later than 4 hours before departure. In this case, refund is prohibited less than 4 hours before departure. Please check meal description in Appendix to find deadline for each meal

EMD exchange (reissue)

In case of ticket reissue to another date / flight number Airline allows EMD exchange (reissue).
Re-association is not available.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any flight	Voluntary or involuntary flight rebooked to another date / voluntary or involuntary flight nbr changes -> EMD needs to be changed	Reissue EMD as per standard procedure: - book new service, - price and create TSM, - issue new EMD
2	Any flight	Ticket is voided -> EMD needs to be voided	Void EMD as per standard procedure.
3	Any flight	Ticket is refunded -> EMD needs to be refunded	Refund EMD as per standard procedure.
4	Any flight	Passenger is rerouted voluntary or involuntary -> EMD needs to be refunded	Refund EMD as per standard procedure. In case of need passenger has to buy a new service.
5	Any flight	Upgrade with money -> EMD needs to be refunded	Refund EMD as per standard procedure.
6	Any flight	Upgrade with points -> EMD needs to be refunded	Refund EMD as per standard procedure.
7	Any flight	Any involuntary flight cancellation. Passenger does not travel -> EMD needs to be refunded	Refund EMD as per standard procedure.



2. Meals codes (Appendix)

The list of Meals and availability deadline can be changed.

Please find the actual services in services catalogue.

2.1. From/to Moscow (Vnukovo)

RFISC	Service name	Service available before	
		From VKO	To VKO
BR1	Сырники / Curd Cakes	4 hours	18 hours
BR2	Омлет-рулет с курицей / Omlette with chicken	4 hours	18 hours
BR3	Оладьи с вишневым соусом / Pancakes with cherry sauce	4 hours	18 hours
LH1	Лосось на гриле с цуккини / Steamed salmon	8 hours	18 hours
LH2	Лепша с говядиной по-азиатски / Asian beef noodles	8 hours	18 hours
LH3	Колбаски венгерские с макаронами фарфалле / Hungarian sausages	8 hours	18 hours
LH4	Курица по-милански с картофельным пюре / Milanese chicken with mashed potatoes	8 hours	18 hours
LH5	Фрикадельки шведские с гречкой / Meatballs with buckwheat	8 hours	18 hours
LH6	Цыпленок по-техасски с печеным картофелем / Chicken with baked potatoes	8 hours	18 hours
LH7	Шашлык куриный с овощами гриль / Grilled chicken	8 hours	18 hours
VG7	Аджапсанда/Ajapsandal	8 hours	18 hours
VG8	Фалафель с йогуртовым соусом / Falafel with yoghurt sauce	8 hours	18 hours
HL3	Обед халяль / Halal lunch	48 hours	48 hours
KS2	Обед кошер / Kosher lunch	72 hours	72 hours
KD1	Детский набор / Kids Box	4 hours	18 hours
KD2	Сосиски с макаронами / Kids meal with sausages	4 hours	18 hours
KD3	Куриные стрипсы с картофельным пюре / Chicken strips with mashed potatoes	8 hours	18 hours
DS1	Шоколадный кейк / Chocolate cake	8 hours	Not available
DS2	Малиновый мусс с семенами чиа / Raspberry Chia Seed Mousse	8 hours	Not available
DS3	Сладкий сет / Sweet set	8 hours	Not available
DS4	Сет с кокосовым муссом и лимончелло / Set coconut mousse limoncello	8 hours	Not available
SN1	Сэндвич с ветчиной и сыром / Beef sandwich	4 hours	18 hours
SN2	Сэндвич с курицей / Chicken sandwich	4 hours	18 hours
SN3	Бейгл с лососем / Bagel with salmon	4 hours	18 hours
SN4	Шаурма с курицей / Chicken roll	4 hours	-
PN1	Чай черный/зеленый / Black or green tea	4 hours	18 hours
PN2	Кофе со сливками / Coffee with milk	4 hours	18 hours
PN3	Сок яблочный 0,2л / Apple juice 200ml	4 hours	18 hours
PN4	Кока-кола 0,5л / Coca cola 500ml	4 hours	18 hours



2.1. From/To Surgut

RFISC	Service name	Service available before	
		From SGC	To SGC
BR1	Сырники / Curd Cakes	2 hours	-
BR2	Омлет-рулет с курицей / Omlette with chicken	2 hours	-
BR3	Оладьи с вишневым соусом / Pancakes with cherry sauce	2 hours	18 hours
LH1	Лосось на гриле с цуккини / Steamed salmon	2 hours	-
LH2	Лапша с говядиной по-азиатски / Asian beef noodles	2 hours	-
LH3	Колбаски венгерские с макаронами фарфалле. / Hungarian sausages	2 hours	18 hours
LH4	Курица по-милански с картофельным пюре / Milanese chicken with mashed potatoes	2 hours	-
LH5	Фрикадельки шведские с гречкой / Meatballs with buckwheat	2 hours	-
LH6	Цыпленок по-техасски с печеным картофелем / Chicken with baked potatoes	2 hours	18 hours
LH7	Шашлык куриный с овощами гриль / Grilled chicken	2 hours	-
VG7	Аджапсанда / Ajapsandal	2 hours	-
VG8	Фалафель с йогуртовым соусом / Falafel with yoghurt sauce	2 hours	-
KD1	Детский набор / Kids Box	2 hours	-
KD2	Сосиски с макаронами / Kids meal with sausages	2 hours	18 hours
KD3	Куриные стрипсы с картофельным пюре / Chicken strips with mashed potatoes	2 hours	-
DS1	Шоколадный кейк / Chocolate cake	2 hours	-
DS2	Малиновый мусс с семенами чиа / Raspberry Chia Seed Mousse	2 hours	-
DS3	Сладкий сет / Sweet set	2 hours	-
DS4	Сет с кокосовым муссом и лимончелло / Set coconut mousse limoncello	2 hours	-
SN1	Сэндвич с ветчиной и сыром / Beef sandwich	2 hours	18 hours
SN2	Сэндвич с курицей / Chicken sandwich	2 hours	18 hours
SN3	Бейгл с лососем / Bagel with salmon	2 hours	18 hours
SN4	Шаурма с курицей / Chicken roll	2 hours	-
PN1	Чай черный/зеленый / Black or green tea	2 hours	18 hours
PN2	Кофе со сливками / Coffee with milk	2 hours	18 hours
PN3	Сок яблочный 0,2л / Apple juice 200ml	2 hours	18 hours
PN4	Кока-кола 0,5л / Coca cola 500ml	2 hours	18 hours



2.1. From/to Tyumen

RFISC	Service name	Service available before	
		From TJM	To TJM
BR1	Сырники / Curd Cakes	4 hours	-
BR2	Омлет-рулет с курицей / Omlette with chicken	4 hours	-
BR3	Оладьи с вишневым соусом / Pancakes with cherry sauce	4 hours	-
LH1	Лосось на гриле с цуккини / Steamed salmon	8 hours	-
LH2	Лапша с говядиной по-азиатски / Asian beef noodles	8 hours	-
LH3	Колбаски венгерские с макаронами фарфалле / Hungarian sausages	8 hours	-
LH4	Курица по-милански с картофельным пюре / Milanese chicken with mashed potatoes	8 hours	-
LH5	Фрикадельки шведские с гречкой / Meatballs with buckwheat	8 hours	-
LH6	Цыпленок по-техасски с печеным картофелем / Chicken with baked potatoes	8 hours	-
LH7	Шашлык куриный с овощами гриль / Grilled chicken	8 hours	-
VG8	Фалафель с йогуртовым соусом / Falafel with yoghurt sauce	8 hours	-
KD1	Детский набор / Kids Box	4 hours	18 hours
KD2	Сосиски с макаронами / Kids meal with sausages	4 hours	-
KD3	Куриные стрипсы с картофельным пюре / Chicken strips with mashed potatoes	8 hours	-
DS1	Шоколадный кейк / Chocolate cake	8 hours	-
DS2	Малиновый мусс с семенами чиа / Raspberry Chia Seed Mousse	8 hours	-
DS3	Сладкий сет / Sweet set	8 hours	-
DS4	Сет с кокосовым муссом и лимончелло / Set coconut mousse limoncello	8 hours	-
SN1	Сэндвич с ветчиной и сыром / Beef sandwich	4 hours	18 hours
SN2	Сэндвич с курицей / Chicken sandwich	4 hours	18 hours
SN3	Бейгл с лососем / Bagel with salmon	4 hours	-
SN4	Шаурма с курицей / Chicken roll	4 hours	-
PN1	Чай черный/зеленый / Black or green tea	4 hours	18 hours
PN2	Кофе со сливками / Coffee with milk	4 hours	18 hours
PN3	Сок яблочный 0,2л / Apple juice 200ml	4 hours	18 hours
PN4	Кока-кола 0,5л / Coca cola 500ml	-	-



2.1. From/to Ufa

RFISC	Service name	Service available before	
		From UFA	To UFA
BR1	Сырники / Curd Cakes	4 hours	18 hours
BR2	Омлет-пудинг с курицей / Omlette with chicken	4 hours	18 hours
BR3	Оладьи с вишневым соусом / Pancakes with cherry sauce	4 hours	18 hours
LH7	Шашлык куриный с овощами гриль / Grilled chicken	8 hours	18 hours
DS3	Сладкий сет / Sweet set	8 hours	-
SN1	Сэндвич с ветчиной и сыром / Beef sandwich	4 hours	18 hours
SN2	Сэндвич с курицей / Chicken sandwich	4 hours	18 hours
SN3	Бейгл с лососем / Bagel with salmon	4 hours	18 hours
SN4	Шаурма с курицей / Chicken roll	4 hours	-
PN1	Чай черный/зеленый / Black or green tea	4 hours	18 hours
PN2	Кофе со сливками / Coffee with milk	4 hours	18 hours
PN3	Сок яблочный 0,2л / Apple juice 200ml	4 hours	18 hours