



**Attention Agents, Heads of Representations and branches of PJSC
“Aeroflot”, own sales offices!**

MOWZDSU 241132/FEB22 (amended)

We inform you that due to the closure of a number of airports, for tickets on the SU/555 stock, including own flights and flights under 100% commercial control of PJSC “Aeroflot” (flights of JSC “Rossiya Airlines” under the SU code) to destinations to/ from SIP/KRR/AAQ/ROV/STW/VOZ/GDZ/EGO for dates in the period from February 23, 2022 to March 02, 2022, regardless of the status of flights in the booking system, an involuntary refund is allowed.

In addition to the standard involuntary exchange/refund policy and conditions of MOWZDSU 291201/JAN21 tlg (with amendments on September 10, 2021), it is allowed to re-issue for flights under the SU code on the same route to any other dates after March 02, 2022, or with a change of route to flights to/from AER/MRV/VOG **for any other dates** in the same class

of service without any surcharges (according to the involuntary rules), but within the validity period of the ticket;

For flights to/from STW, involuntary exchanges/refunds are allowed only for dates from February 23, 2022 to February 26, 2022. For flights from February 27, 2022, the exchange/refund is made according to the rules of the applied fare. At the same time, all involuntary operations with tickets to/from STW, previously performed on the basis of telegram MOWZDSU 241132/FEB22 dated February 24, 2022, remain valid.

Please note that:

- for tickets and services originally issued before May 01, 2020, the previous non-monetary refund procedure remains;
- this telegram does not apply to group transportation;
- the number of this telegram must be entered in the Endorsements/Restrictions field of the new ticket.

Please take this information into account in your work!

If you do not want to receive this newsletter, please respond to this message by specifying "Exclude" in the subject.

Sales department
PJSC "Aeroflot"