

Changes to the conditions of exchange / return of tickets

06/10/2020 | [Agent Club](#)

Attention agents!

Changes / Refunds of tickets using the Certificate purchased after 05/15/20 are made in accordance with UP T.

Changes / Refunds of tickets using the Certificate purchased after 05/15/20 are made in accordance with the following rules :

*Attention! The rules were amended on 06/08/2020
(highlighted in green)*

Your tickets are valid for transportation within 365 days from the date of purchase.

1 . INFORMATION FOR PASSENGERS OF CANCELED FLIGHTS.

At the moment, air communication has been stopped - this is a temporary measure and the Airline hopes that the situation will change soon.

The airline offers to use one of the proposed options:

Option No. 1.1 (available at the place of purchase)

Change the departure date to an earlier / later one, **WITHOUT FINE AND SUPPLEMENT:** for the departure period from today to 12/20/2020 *.

* *If available*, Option No. 1.2 (available at the place of purchase) Change the route with an option to the fare. For flights to the CIS countries, it is possible to replace the departure and arrival points. Option No. 1.3 (available at the place of purchase)

Replace a passenger (full name) - together with a change in the departure date and / or direction.

Option No. 1.4 (available through an application in the Feedback section)

Refund of the full amount for the ticket Bonuses for issuing future flights to the personal account of the Wings program member

Option No. 1.5 (available through an application in the Feedback section)

Refund of the full amount for a ticket for a Certificate for registration of future air transportation and additional services. The certificate is valid for 3 years from the date of registration.

An application for your chosen option can also be left on the website in the Feedback section (https://www.uralairlines.ru/good-info/online_help/), in the message you must indicate the option chosen by the passenger. * *Subject to availability*

2. PLANS CHANGED (REFUNDABLE RATES), BUT YOUR FLIGHT IS NOT CANCELED.

Option No. 2.1 (available at the place of purchase) **

Change the departure date to an earlier / later one, with a fine for reissuing 1,000 rubles for one-way transportation for the departure period from today until 06/30/2020, or from 01/01/2020 to 12/20. 2020 *.

Change the departure date to an earlier / later one, with a fine for reissuing 1,000 rubles for one-way transportation + surcharge to the affordable fare for the departure period from 07/01/2020 to 08/31/2020.

For the operation to change the ticket, an additional fee will be charged depending on the registration channel.

Option No. 2.2 (available at the place of purchase) **

Change the route (RF to RF) with a fine for reissuing 1,000 rubles for one-way transportation + surcharge to an affordable tariff.

An operation for changing a ticket will incur an additional fee depending on the registration channel.

Option No. 2.3 (available at the place of purchase) **

Replace a passenger (without paying for the "Replace Passenger" service) - together with a change in the departure date and / or destination

An additional fee will be charged for the operation to change the ticket, depending on the registration channel.

Option No. 2.4 (available through the application in the Feedback section)

Refund under the terms of application of your fare (see Tariff rules on the ticket) for a ticket for a Certificate for registration of future air transportation and additional services. The certificate is valid for 3 years from the date of registration.

Refund according to the conditions of applying your fare (see the fare rules for the ticket) for the ticket Bonuses for issuing future flights to the personal account of the Wings program participant. An additional fee is charged for the operation of voluntary refund on tickets issued on the websites and ticket offices of agencies. * *Subject to availability*

3. VOLUNTARY RETURN. PLANS CHANGE (RETURN TARIFFS) BUT YOUR FLIGHT IS NOT CANCELED.

Option No. 3.1 (available at the place of purchase)

Change the departure date - according to the conditions of applying your tariff (see Tariff rules for the fare) *An additional fee will be charged for the operation to change the ticket, depending on the registration channel.* Option No. 3.2 (available through an application in the Feedback section) Refund according to the conditions of applying your tariff (see Tariff rules for the fare) for a ticket for a Certificate for registration of future air transportation and additional services. The certificate is valid for 3 years from the date of registration. Refund under the terms of applying your fare (see the fare rules for the ticket) for the ticket Bonuses for issuing future flights to the personal account of the Wings program participant *An additional fee is charged for the operation of voluntary refund on tickets issued on the websites and ticket offices of agencies.*

4. Subsidized transportation:

If the flight is canceled:

Change the departure date to an earlier / later one, **WITHOUT FINE AND SUPPLEMENT:** for the departure period from today until 12/20/2020 *. * *If possible* If the flight is NOT canceled: Change the departure date to an earlier / later one, with a fine for re-issuing 1000 rubles for one-way transportation if there is a subclass (If the ticket is issued under subclass R, re-issuing to subclass U with a surcharge to the available) for the departure period from today until 12/20/2020 *.

5. Tickets issued for a promotion with a sales period from 03/08/2020 to 04/15/2020 Refund according to the conditions of applying your tariff (For **fare rules, see ticket**) for a ticket for a Certificate for registration of future air transportation and additional services. The certificate is valid for 3 years from the date of registration.

Refund according to the conditions of applying your tariff (**see the fare rules for the ticket**) for the ticket Bonuses for issuing future flights to the personal account of the Wings program participant