

## Dear Partners!

This is to let you know that in accordance with the decision of the government of Ukraine for the period from August 28, 2020 to September, 28, 2020 the entry into Ukraine for foreign citizens (both scheduled and charter flights) is prohibited.

If due to the decision of the Government of Ukraine passengers are prohibited from entering Ukraine in the period from August 28, 2020 to September 28, 2020 or flight is cancelled passenger may:

- rebook tickets free of charge (without penalty) and fare difference for PS flights only to the same destination within same RBD during the ticket validity (except the high season periods). If the original RBD is not available please contact [pshelpdesk@flyuia.com](mailto:pshelpdesk@flyuia.com) to book U-Class. Please note that reissue of tickets for the travel during high season periods (see table below), in case the original RBD is not available, is possible without penalty but difference between fares should be paid.

Tickets issued with SPA fares should be reissued within same aircompany, route and RBD. If you have some issues with SPA bookings please contact [pshelpdesk@flyuia.com](mailto:pshelpdesk@flyuia.com)

While ticket reissue it is important to save all the information/calculation as in the original/previous ticket and add following information into Endorsement field - в Endorsement – UA GVT RSTR.

- Reissue ticket for further transportation on UIA flights through EMD DEPO (Travelport, Galileo)/CDET (Amadeus) on original passenger name. It is valid 1 year from date of issue of EMD. New ticket should be issued on the flight date which doesn't exceed 361 days from the date of booking (outbound - inbound).
- get the refund in a way of promocode on UIA web site – the return of the full cost of an unused ticket (its unused coupon) and an additional bonus of 25% of the cost of an unused ticket (its unused coupon). Please follow the link [https://book.flyuia.com/EN/default/refund/login?\\_ga=2.228727064.523163669.1596452216-682399874.1563798305](https://book.flyuia.com/EN/default/refund/login?_ga=2.228727064.523163669.1596452216-682399874.1563798305)
- get the full refund of the ticket via BSP link. Waiver code - UA GVT RSTR.

### \*\* High season period

Flights	Periods of high demand
All PS flights	19/12/20 – 10/01/21
	29/04/21 – 10/05/21
	18/12/21 – 10/01/22
TLV	20/09/20 – 25/09/20 to TLV
	10/12/20 – 14/12/20 from TLV
	13/12/20 – 18/12/20 to TLV
	20/03/21 – 05/04/21
	12/05/21 – 20/05/21
	01/09/21 – 30/09/21
	20/11/21 – 10/12/21
	12/05/21 – 20/05/21
JFK	01/09/21 – 30/09/21
	20/11/21 – 10/12/21

**IMPORTANT!** Due to the large number of requests we currently receive, refunds are being made within 7 - 90 days from the date of receipt of the request.

To apply the conditions above and determine the nationality of the passenger valid documents must be submitted.

**If the passenger's documents allow entry into Ukraine and the flights are not canceled, but the passenger does not want to make the trip on his own initiative, then he/she has the right to:**

- \* rebook tickets in accordance with the flexible rebooking policy for all UIA fares:
- rebook the flight once without rebooking fee, as described in the ticket conditions, for the same route within the validity period of the ticket.
- if on new travel dates the original ticket price is not available anymore (due to changes in the fare and/or taxes levels), the ticket price differences must be paid.
- get the refund via BSP link as per applicable fare rules.

Thank you for your great cooperation!

UIA Team