

Dear Partners!

UPDATE!!! UIA policy for tickets with a travel period from August 28 until September 28, 2020

This is to inform you about changes in UIA policy for tickets issued after September 10, 2020 (inclusive) with a travel period from August 28, 2020 until September 28, 2020.

If the passengers are prohibited from entering Ukraine in the period from August 28, 2020 to September 28, 2020 and the ticket was purchased after September 10, 2020 (inclusive), 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 as per applicable fare rules.

To the tickets issued before 09.09.2020 inclusive the prior policy applies.