

Dear Sales Partner,

MOWZDSU 211103/SEP20

Please be informed that RFND function restrictions in GDS have been lifted today (from 24SEP20) for contracts of carriage (carriage documents 555/SU) with particular conditions:

- in respect of unused segments of transportation on flights to/from China (including Hong Kong) with departure dates no later than 31JAN20;
- in respect of unused segments of transportation for flights on all other routes (except for China / Hong Kong) with departure dates no later than 17MAR20;
- originally issued starting from 01MAY20 (in all directions on any dates)

It is allowed to make monetary refunds through the booking system under the standard conditions (according to the rules of the applicable fares or involuntary refunds, depending on the reason for the refusal of the passenger from carriage). Refund requests previously submitted to the airline under the 555 / SU carriage documents that meet the above conditions are subject to withdrawal by the agent, unless the refund requires airline authorisation.

For tickets with IROP coupon status (I, IREG depending on GDS), please send a request to salessupport@aeroflot.ru to change status to OK.

Please note that it may take up to 24h for particular GDS to reactivate SU RFND function.