



090002428052d3b5



Ref. No. 090002428052d3b5

Your Ref. No.

dated July 02

2020

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On changing the conditions of issuance vouchers in exchange of tickets**TO: Agents of Siberia Airlines, JSC**

Dear Colleagues,

Please be informed that from July 09, 2020 the conditions for issuing vouchers (EMD 992) in exchange of tickets issued on stock 421 are changed.

For tickets **issued from July 9, 2020 inclusively**, when issuing a voucher in exchange of ticket, the following conditions apply:

Table 1

The voucher issuance		More than 40 minutes before departure	
		Voluntary	Involuntary
BASIC	Economy	The voucher is not issued	
	Business	The voucher is not issued	
FLEX	Economy	The voucher is issued for the cost of unused transportation (fare and taxes) with penalty of 2000 RUB/ 35 EUR (domestic/ international) for each PU	The voucher is issued for the cost of unused transportation (fare and taxes)
	Business	The voucher is issued for the cost of unused transportation (fare and taxes) without penalty	

Подлинник документа подписан ЭП и хранится в системе ЭДО «Досье партнера S7»

Сведения о сертификате ЭП (Перевозчик)

Владелец: АО "Авиакомпания "Сибирь", Смирнова В.В.

Сертификат: 01A4BE9A009CAB5CAE474164DA77BF692D

Действителен: с 13.04.2020 по 13.04.2021





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Table 1

The voucher issuance		Less than 40 minutes before departure	
		Voluntary	Involuntary
BASIC	Economy	The voucher is not issued	
	Business	The voucher is not issued	
FLEX	Economy	The voucher is issued for the cost of unused transportation (fare and taxes) with penalty of 7000 RUB/100 EUR (domestic/ international) for each PU	The voucher is issued for the cost of unused transportation (fare and taxes)
	Business	The voucher is issued for the cost of unused transportation (fare and taxes) without penalty	

For tickets issued before July 9, 2020, when issuing a voucher in exchange of ticket, the following conditions apply:

Table 2

The voucher issuance		More than 40 minutes before departure	
		Voluntary	Involuntary
BASIC	Economy	The voucher is issued for the cost of unused transportation (fare and taxes) with penalty of 1000 RUB for the ticket (domestic/ international transportation)	The voucher is issued for the cost of unused transportation (fare and taxes) and additional 10% from this amount
	Business	The voucher is issued for the cost of unused transportation (fare and taxes) with penalty of 1000 RUB for the ticket (domestic/ international transportation)	
FLEX	Economy	The voucher is issued for the cost of unused transportation (fare and taxes) without penalty	
	Business	The voucher is issued for the cost of unused transportation (fare and taxes) without penalty	
The voucher issuance		Less than 40 minutes before departure	
		Voluntary	Involuntary
BASIC	Economy	The voucher is not issued	
	Business	The voucher is not issued	
FLEX	Economy	The voucher is issued for the cost of unused transportation (fare and taxes) with penalty of NS according to the fare rules in the PE.Penalties category	The voucher is issued for the cost of unused segments (fare and taxes) and additional 10% from this amount
	Business	The voucher is issued for the cost of unused transportation (fare and taxes) without penalty	

When issuing a voucher in exchange of tickets issued from July 9, 2020 inclusively, it is necessary to apply the new fare rules of the PE.Penalties category, taking into account this letter (Table 1). Fare rules are published in reservation systems.

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When issuing a voucher in exchange of tickets issued before July 9, 2020, it is necessary to apply the rules effective on the day when the ticket was issued (Table 2).

When issuing a voucher in exchange for completely unused tickets reissued from July 9, 2020 inclusively, it is necessary to apply the new rules effective on the day of the reissue indicated in Table 1.

The issuance of a voucher in exchange for a ticket is proceeded in accordance with the current "Guidelines on handling traffic documents purchased with Travel Voucher".

In order to avoid conflicts with passengers, when issuing tickets please read the fare rules carefully and warn passengers about the conditions of voucher issuance.

On all technological issues, Agents working in S7 Smart Ticketing, including S7 Offices, shall contact the Agent Support Center by creating an application on webpage <https://smarthelp.s7.ru>. Agents working in reservation systems other than S7 Smart Ticketing shall apply to email tech@s7.ru.

**Yours faithfully,
Siberia Airlines, JSC**

Signed with digital signature

Mrs Veronika Smirnova

Originator: Technology Support Sales Department

Email: tech@s7.ru

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