

Dear Sales Partner,

Changes to policy MOWZDSU 211506/DEC20

In addition to previous communication pleased be informed that due to decision of the Government of Russian Federation on the extension of the period of the suspension of passenger air service with the United Kingdom, PJSC "Aeroflot" was forced to further cancel flights on **London (LHR) - Moscow (SVO)*** route **from 29DEC20 to 01FEB21**.

For tickets issued on 555 (SU) ticket stock for cancelled flights on the indicated dates, in addition to the standard rules of involuntary exchange / refund, the following is allowed:

- reissuance for flights under the SU code on the same route in the same service class without any surcharges (according to the involuntary rules) for any other dates, but within the validity period of the ticket;
- reissuance with a change in the route to any European point where PJSC "Aeroflot" flights are operated, with an additional cost difference (if any) according to the rules of the applied fares, but without charging a penalty (if applicable) for changes.

Please note that:

- for tickets and services originally issued before 01MAY20, the previous procedure for non-monetary refunds and reissuance remains the same;
- this policy does not apply to group carriage;
- this policy number (**MOWZDSU 211506/DEC20**) must be entered in the Endorsements/Restrictions field of the new ticket.

** flights on this route will be operated as cargo*