

Subject: DEL flights - UPD Policy

Importance: High

Dear colleagues and Partners,

Due to the destabilization and aggravation of the situation in Afghanistan, as well as the growing threat to flight safety in the airspace of this state, UIA has to suspend flying over this region. In such objective circumstances, the carrier had to revise the usual route of the **Kyiv-Delhi-Kyiv** flight and decide to fly around the territory of Afghanistan to ensure an adequate level of passenger safety.

The increase in the duration of the flight led to adjustments in the calculations of the economy of the flight, as a result of which the price of air tickets was forced to increase.

In such realities, for further servicing of the air route, **UIA is forced to offer passengers from cancelled flights two options:**

1. Refund of the ticket or its unused part (in case carriage has started)
2. Reissue of a ticket for new flights on the route Kyiv-Delhi-Kyiv on PS 391/PS 392 22.08.21/23.08.21 and 29.08.21/30.08.21 with an additional payment of 38\$ per one way flight.

If the original RBD is not available please contact to book U-Class. While ticket reissue it is important to save all the information/calculation as in the original/previous ticket and charge additional payment 38 USD OW (RT 76 USD) as Q surcharge. Please update fare, calculation line and total accordingly. Endorsement field - SCHDL CHNG d/t BAN ON FLT VIA AFGHANISTAN.

*refund to EMD DEPO/CDET and promocode are also possible. But 25% bonus for promocode will not be applied in this case. To get promocode please let the passenger fill out the [feedback form](#)

**policy regards to flights in September will be shared later.

Thank you for cooperation!

Sincerely yours,

Ukraine International Airlines www.flyuia.com

