

Dear Travel Partner,

Greetings from PJSC Aeroflot Russian Airlines !!!

**MOWZDSU 271216/DEC21**

We inform you that due to imposed restrictions by the Thai authorities, according to which:  
for passengers transferring via Bangkok (BKK) to Koh Samui (USM), only Bangkok Airways (PG) flights numbered 5XXX can be used;

for passengers traveling on the SANDBOX program to Phuket (HKT), entry is possible only by direct flight from a foreign country or after undergoing quarantine at an accredited SHA + hotel for 7 days in Bangkok,

for tickets on stock SU/555 issued before 27 December 2021

on transfer routes to USM with flights on segments BKK-USM and USM-BKK, other than PG flights numbered 5XXX;

on transfer routes from USM with segments USM-BKK, if staying in the Kingdom of Thailand less than 7 days, with carriage on flights other than the above;

on transfer routes to HKT via BKK with segments on flights within Thailand;

on transfer routes from HKT via BKK, if staying in the Kingdom of Thailand less than 7 days  
Permitted:

for air tickets to/from USM - a one-time reissue without surcharge on the same route with a change on the BKK-USM-BKK segments for PG5XXX flights (booking for PG flights must be made in the minimum available RBD, according to the rules of the applied fare);

for air tickets to/from HKT via BKK - one-time reissue without surcharge for direct SU flights to/from HKT, subject to availability of seats in the paid class of service (according to the involuntary rules) for any other dates until 26 March 2022, but within the validity period of the ticket ;

refund according to the involuntary scheme at the place of purchase.

Please note that:

for air tickets and services originally issued before 01 May 2020, the previous procedure for non-monetary refunds remains;

this telegram does not apply to group carriage;

the number of this telegram must be entered in the Endorsements/Restrictions field of the new ticket.

We remind you that the current restrictions on carriage can be found in the diplomatic missions of the countries of destination, on the IATA website, in the Timatic directory and on the PJSC "Aeroflot" website, which sets out restrictions for passengers arriving in the Russian Federation, as well as transit through the territory of the Russian Federation, including lists of categories of persons who are allowed to enter the Russian Federation from countries with which regular air traffic has not been resumed.

Kindly disseminate the information to all concerned in your Branch offices and Sub-agents network.