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Ref. No.090002428052d66f

Your Ref. No.

dated August 03 2020

dated 2020

**About Working with Tickets  
that Fall under the Provisions  
of the Russian Government Regulation No 991**

**TO: Agents of Siberia Airlines, JSC**

Dear Colleagues,

Please, be informed that due to the Russian Government Regulation No 991 as of July 06, 2020, the refund procedure of the tickets issued under the 421 stock before May 01, 2020, for travelling to/from China on/after February 01, 2020, and to/from other international and domestic destinations on/after March 18, 2020, has been changed.

If a passenger applies for refund of tickets issued under the 421 code before May 01, 2020, for travelling to/from China on/after February 01, 2020, and to/from other international and domestic destinations on/after March 18, 2020, a voucher (EMD 992) is issued according to the conditions of this Letter (table 1 below).

A Voucher issued in exchange of a ticket that falls under the RGR No 991 may be used to pay for a new ticket or additional services of the Carrier within three (3) years from the ticket flight departure date.

See Annex 1 to this Letter to check if a ticket falls under the RGR No 991.

When issuing a Voucher, the amount may be increased to the amount of EMDs previously issued to the passenger to pay for extra baggage or other additional services of the Carrier.

Any EMD 992 issued in exchange of a ticket that falls under the RGR No 991 shall have '**PP991**' in the **Tour Code** (TMI/M1/FT-\*PP991).

JSC Siberia Airlines

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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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For tickets under RGR No 991, a Voucher is issued subject to the conditions below:

Table1

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)	The Voucher is issued for the cost of unused transportation (fare and taxes) and additional 10% of this amount
	Business		
FLEX	Economy		
	Business		
Voucher Issuance		Less than 40 minutes before departure	
		Voluntary	Involuntary
BASIC	Economy	The Voucher is issued for the cost of unused transportation (fare and taxes)	The Voucher is issued for the cost of unused transportation (fare and taxes) and additional 10% of this amount
	Business		
FLEX	Economy		
	Business		

In three (3) years of the ticket flight departure date, a passenger may apply for refund of the monetary means that were not used to pay for a new ticket or Carrier's additional services.

The refund request may then be submitted:

- Personally at any Carrier's Representation Office / S7 Service, LLC, office;
- Via the official website [www.s7.ru](http://www.s7.ru) using Contact Form (for tickets issued via the website [www.s7.ru](http://www.s7.ru) or S7 Call Centre)
- By sending a usual mail to the following address: Mozzherina prospect, 10, office 201, Town of Ob, Novosibirsk region, Russia, 633104

**Note:**

A passenger from a special category:

- Disabled persons and an accompanying person;
- Veterans of the Great Patriotic War,
- a person who has a certificate of a large family or other documents confirming the status of a large family in the manner prescribed by regulatory legal acts of the Russian Federation, as well as members of a large family (spouse, minor children);

may apply for refund of the monetary means before the expiration of three (3) years from the flight departure date mentioned in the ticket as well as prior to the flight departure date mentioned in the ticket by any of the above ways.

Totally unused tickets issued for special category passengers may be refunded at the place of issuance (if technically possible), provided that such refund request was made before the departure date.

If refund request is made for a totally unused ticket after the departure date or for a partly used ticket, a special category passenger shall apply to the Carrier by any of the above ways.

When making a refund request for unused monetary means, a special category passenger must present a valid standard document confirming the fact of the disability, or the status of the veteran of the Great

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Patriotic War, or the large family status. A disabled person and accompanying person shall make refund requests simultaneously.

A refund request must contain:

- a surname, name and patronymic name (if any) of the passenger (of a person who has paid for the ticket);
- identity document information;
- details of the document confirming the fact of the disability (if any), or the status of the veteran of the Great Patriotic War (if any), or the large family status (if any);
- date and place of birth;
- booking and/or ticket number;
- application date.

Refund of unused monetary means (fare and taxes) is made in full without any charges and deductions irrespective of the fare application rules (Basic or Flex).

Copies of document confirming the fact of the disability, or the status of the veteran of the Great Patriotic War, or the large family status shall be kept for three (3) years and may be requested by the Carrier.

Monetary means not used to pay for a new ticket or additional services of the Carrier are subject to the interest for the use of funds. Additional services amount included in the Voucher is not subject to the interest for the use of funds.

If a totally unused ticket is refunded prior to the first flight departure date mentioned in the ticket, than interest is not charged.

The amount of interest for the use of funds is determined by the key rate of the Central Bank of the Russian Federation in effect in the relevant periods.

Interest for the use of funds is charged starting from the date following the first unused coupon flight departure date till the date of the refund in the reservation system, but not later than four (4) years after the flight departure date mentioned in the ticket.

No interest is charged on monetary means used to pay for a new ticket or additional services of the Carrier.

A Voucher in exchange of a ticket is issued according to the valid Guidelines on Handling Traffic Documents Purchased with Travel Voucher and taking into account the provision hereof.

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](mailto:tech@s7.ru).

**Yours faithfully,  
Siberia Airlines, JSC**

**Signed with digital signature**

**Mrs Veronika Smirnova**

Originator: Technology Support Sales Department

Email: [tech@s7.ru](mailto:tech@s7.ru)

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## Annex 1

Ticket Sale Date	Itinerary / Travel Dates	
Before May 01, 2020	OV B-DME 02MAY20 OPEN DME-OVB 10MAY20 OPEN	The ticket falls under RGR #991 as the issuance date is before May 01, 2020, and it contains domestic flights departing after March 18, 2020
On/after May 01, 2020		The ticket DOES NOT fall under RGR #991, as the issuance date is on/after May 01, 2020
Before May 01, 2020	OV B-PEK 10FEB20 OPEN PEK-OVB 20MAR20 OPEN	The ticket falls under RGR #991 as the issuance date is before May 01, 2020, and it contains flights to the PRC departing after February 01, 2020
On/after May 01, 2020	DME-ALC 20MAR20 OPEN ALC-DME 30MAR20 OPEN	The ticket falls under RGR #991 as the issuance date is before May 01, 2020, and it contains international flights departing after March 18, 2020
Before May 01, 2020	OV B-PEK 10SEP20 OPEN PEK-OVB 20SEP20 OPEN	The ticket falls under RGR #991 as the issuance date is before May 01, 2020, and it contains flights to the PRC departing after February 01, 2020.
On/after May 01, 2020		The ticket DOES NOT fall under RGR #991, as the issuance date is on/after May 01, 2020
Before May 01, 2020	PEE-DME-AYT 10OCT20 OPEN AYT-DME-PEE 20OCT20 OPEN	The ticket falls under RGR #991 as the issuance date is before May 01, 2020, and it contains international flights departing after March 18, 2020.
On/after May 01, 2020		The ticket DOES NOT fall under RGR #991, as the issuance date is on/after May 01, 2020
Before May 01, 2020	PEK-OVB 01FEB20 FLOWN OV B-DME 15FEB20 OPEN	The ticket falls under RGR #991 as the issuance date is before May 01, 2020, and it contains flights to the PRC departing after February 01, 2020.
Before May 01, 2020	PEK-OVB 25JAN20 OPEN OV B-DME 10FEB20 OPEN DME-MUC 20MAR20 OPEN	The ticket falls under RGR #991 as the issuance date is before May 01, 2020, and it contains international flights departing after March 18, 2020.
Before May 01, 2020	PEK-OVB 25JAN20 OPEN OV B-DME 10FEB20 OPEN	The ticket DOES NOT fall under RGR #991, as the flight date to the PRC is prior to February 01, 2020, and domestic flight departure date is prior to March 18, 2020, i.e. flight dates are not under the provisions of the RGR #991
Before May 01, 2020	SEL-OVB 01MAR20 OPEN OV B-SEL 10MAR20 OPEN The ticket was reissued on June 20, 2020, to SEL-OVB 01OCT20 OPEN OV B-SEL 10OCT20 OPEN	The ticket falls under RGR #991 as the issuance date is before May 01, 2020, and departure dates of new international flights are after March 18, 2020.
Before May 01, 2020.	PEK-OVB 03FEB20 FLOWN OV B-DME 03FEB20 OPEN The ticket was reissued on February 05, 2020, to OV B-DME 20FEB20 OPEN	The ticket DOES NOT fall under RGR #991, as the departure dates of new international flights are before March 18, 2020.

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