



0900024280530940



Ref. No. 0900024280530940

Your Ref. No.

dated « 28 » January 2022

dated « » 2022

About refund/reissue of the tickets containing S7 flights to/from OVB-MUC and back

TO: Agents of Siberia Airlines, JSC

Dear agents!

Please, be informed about the procedures of working with tickets issued on 421 stock and containing own flights S7 Airlines (S7) on routes Novosibirsk (OVB) - Munich (MUC) which depart in the period from the June 01, 2022 to the October 26, 2022 inclusively.

The tickets with **OVB - MUC** segments which depart in the period from the June 01, 2022 to the October 26, 2022 inclusively, according to passenger's wish are permitted:

1. Involuntary refund shall be provided at the place of tickets purchase in accordance with the type of payment specified in the ticket.

In case of involuntary refund of the tickets issued on stock of other carriers, passenger shall be redirected to the validating carrier.

2. Involuntary reissue may be for S7 own flights:

1. The reservation shall be created in the minimum available RBD maintaining the class of service;
2. New dates of carriage shall be within from 1 to 7 days before/after of the original dates;
3. With a change of route:
 - a. the route OVB - MUC may be changed to the route OVB - DUS/ FRA
 - b. the route MUC - OVB may be changed to the route DUS/ FRA - OVB
 - c. the route OVB - MUC may be changed to the route OVB-DME-MUC/ DUS/ BER/ FRA
 - d. the route MUC - OVB may be changed to the route MUC/ DUS/ BER/ FRA - DME -OVB
 - e. the route <CITY>-OVB-MUC may be changed to the route <CITY>-DME- MUC/DUS/BER/FRA
 - f. the route MUC-OVB-<CITY> may be changed to the route MUC/DUS/BER/FRA- DME-<CITY>

Siberia Airlines, JSC

633104, Russia, Novosibirsk region, Ob,
10 Mozzherina Prospect, Office 201
OGRN: 1025405624430
VAT: 5448100656s7@s7.ru
www.s7.ru**Подлинник документа подписан ЭП и хранится в системе ЭДО «Досье партнера S7»****Сведения о сертификате ЭП (Перевозчик)**

Владелец: АО "Авиакомпания "Сибирь", Мозговенко К.С.

Сертификат: 03E2799B000BAE29894F62A6FD8DF5C1DA

Действителен: с 27.12.2021 по 27.12.2022





0900024280530940

In case of involuntary refund of the tickets issued on stock of other carriers, passenger shall be redirected to the validating carrier.

On all technological issues, Agents including Carrier's offices shall contact the Agent Support Center by creating an application on web-page <https://smarthelp.s7.ru>.

**Yours faithfully,
Siberia Airlines, JSC**

Signed with digital signature

Mr Konstantin Mozgovenko

Originator: Technology Support Sales Department

Email: tech@s7.ru

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

Сведения о сертификате ЭП (Перевозчик)

Владелец: АО "Авиакомпания "Сибирь", Мозговенко К.С.

Сертификат: 03E2799B000BAE29894F62A6FD8DF5C1DA

Действителен: с 27.12.2021 по 27.12.2022

