APPROVED
by Order No. 14 of the General
Director of Aeroflot OJSC
dated January 23, 2014

Rules of Aeroflot OJSC for Air Carriage of Passengers and Baggage

Document type:		Operating instructions
Effective:		Approval date
Developer	Legal Department	Telephone: e-mail:

DOCUMENT HISTORY RECORD

Document Status (Base Document / Revision / Cancel)	Document Revision	Effective / Cancellation Date	Note
Base		January 23, 2014	

DOCUMENT VERIFICATION DATA

Entry number in order	Entry date	Extension / Revision / Cancelation	Position of Record Owner	Signature	Initials, Last Name

TABLE OF CONTENTS

1. Scope of application 4
2. Referenced Regulatory Documents 4
3. Terms, Definitions, and Abbreviations 6
4. Air Carriage of Passengers 10
4.1. Main Conditions of the Air Carriage Contract. 10
4.2. Carriage Booking and Ticket Sales. 12
4.3. Payment Procedure. 13
4.4. Passenger's Documents (Ticket and Baggage Receipt). 15
4.5. Carriage of Certain Categories of Passengers. 17
4.6. Termination of the Air Carriage Contract. 21
4.7. Refund of the Amounts Paid for Unused Carriage. 22
5. Rules of Carriage of Baggage 25
5.1. Baggage. Free Baggage Allowance. 25
5.2. Excess Baggage. 29
5.3. Carriage of Special Categories of Baggage. 30
5.4. Dispensing Baggage. 34
5.5. Search for Owner of the Baggage. Search for Checked Baggage. 35
6. Passenger Service 36
6.1. Passenger Check-In and Aircraft Boarding. 36
6.2. Preflight Inspection. 39
6.3. Service at the Airport. 40
6.4. In-Flight Service. 42
6.5. The services provided at the break in the carriage. 42
7. Rules of Conduct on Board of the Aircraft 43
8. Liability Insurance 45
9. Responsibility of Aeroflot OJSC and of Passengers. Procedure for Filing Claims against Aeroflot OJSC 46
9.1. Responsibility of Aeroflot OJSC 46
9.2. Responsibility of the Passenger 48
9.3. The procedure for filing of passenger's claims for compensation of damages 49
10. Final Provisions 50

1. Scope of application

The present Rules of Aeroflot OJSC for Air Carriage of Passengers and Baggage (hereinafter referred to as the Rules) are developed on the basis of the provisions of Article 102 of the Air Code of the Russian Federation and are based on the Federal Aviation Regulations "General Rules for Air Carriage of Passengers, Baggage, Cargo, and Requirements for Servicing of Passengers, Shippers, and Consignees" approved by Order No. 82 of the Ministry of Transport of the Russian Federation dated June 28, 2007, and are used to provide passengers with information on the rules and requirements of Aeroflot OJSC that are imposed on passengers in the course of provision of air carriage services for passengers and baggage.

These Rules apply to the services of domestic and international air carriage of passengers and baggage whereunder the operating carrier is Aeroflot OJSC.

These Rules establish rights, duties, and responsibilities of Aeroflot OJSC and of citizens who use the services rendered by Aeroflot OJSC, and constitute binding regulations for the above parties.

These Rules apply to the services of international air carriage of passengers if they do not contradict the provisions of conventions on international carriage by air, documents of the International Civil Aviation Organization (ICAO) as well as the applicable international treaties and agreements of the Russian Federation on air traffic.

These Rules constitute an integral part of the Air Carriage Contract.

For the purposes of conclusion of an Air Carriage Contract for passengers must be used the applicable revision of the present Rules, which is in force as of the date of issuance of a traffic document.

These Rules, as well as any and all other legal documents issued for the purposes of development thereof, may be amended or supplemented by Aeroflot OJSC.

2. Referenced Regulatory Documents

These Rules are developed in accordance with the requirements of the following legal and regulatory documents:

The Warsaw Convention for the Unification of Certain Rules Relating to International Carriage by Air, 1929

The Hague Protocol (the Protocol to Amend the Convention for the Unification of Certain Rules Relating to International Carriage by Air, 1955).

Convention on International Civil Aviation (the Chicago Convention, 1944).

The Convention for the Suppression of Unlawful Acts against the Safety of Civil Aviation (Montreal, 1971).

The Convention on Offences and Certain Other Acts Committed on Board Aircraft (Tokyo, 1963).

Annex 17 "Security" of ICAO.

ICAO regulatory documents.

The Civil Code of the Russian Federation (Part 2) No. 14-FZ dated January 26, 1996.

The Air Code of the Russian Federation No. 60-FZ dated March 19, 1997.

The Civil Code of the Russian Federation (Part 1) No. 51-FZ dated November 30, 1994.

The Code of Administrative Offences of the Russian Federation No. 195-FZ dated December 30, 2001.

Law of the Russian Federation No. 2300-1 dated February 7, 1992 “On Protection of Consumers’ Rights.”

Federal Law of the Russian Federation No. 152-FZ dated July 27, 2006 “On Personal Data.”

Federal Law of the Russian Federation No. 150-FZ dated December 13, 1996 “On Weapons.”

Federal Law of the Russian Federation No. 67-FZ dated June 14, 2012 “On Mandatory Insurance of Civil Liability of the Carrier for Damage to Life, Health, and Property of Passengers and on the Procedure for Compensation for such Damage Caused during Underground Transportation.”

Federal Law of the Russian Federation No. 114-FZ dated August 15, 1996 “On the Procedure for Exit from the Russian Federation and Entry into the Russian Federation.”

Resolution of the Government of the Russian Federation No. 1314 dated October 15, 1997 “On approval of the Rules on turnover of civilian and law enforcement weapons and ammunition thereto in the territory of the Russian Federation.”

Resolution of the Government of the Russian Federation No. 814 dated July 21, 1998 “On measures of regulation of the turnover of civilian and law enforcement weapons and ammunition thereto in the territory of the Russian Federation.”

Order No. 120 of the Federal Air Transport Service of the Russian Federation and the Order No. 971 of the Ministry of Internal Affairs of the Russian Federation dated November 30, 1999 “On approval of the Instruction on the procedure for air carriage by aircraft of weapons, ammunition, special means transferred by passengers for temporary storage during flight.”

Order No. 155 of the Ministry of Transport of the Russian Federation dated September 25, 2008 “On approval of the Rules of formation and application of rates for scheduled air carriage of passengers and baggage and of charges collection in the civil aviation industry.”

Order No. 82 of the Ministry of Transport of the Russian Federation dated June 28, 2007 “General rules for air carriage of passengers, baggage, cargo, and requirements for provision of services to passengers, shippers, consignees.”

Order No. 104 of the Ministry of Transport of the Russian Federation dated July 25, 2007 “On approval of the Rules of implementation of pre- and post-flight inspections.”

Order No. 134 of the Ministry of Transport of the Russian Federation dated November 8, 2006 “On establishment of the form of an electronic passenger ticket and baggage receipt in the field of civil aviation.”

Order No. 142 of the Ministry of Transport of the Russian Federation dated November 25, 2005 “On approval of the Federal Aviation Regulations on ‘Requirements for aviation security at airports.’”

Order No. DV-137 of the Ministry of Transport of the Russian Federation dated December 9, 1995 “On introduction of restrictions for passengers to use portable electronic equipment on aircrafts of the Russian Federation.”

Instructions on the procedure for air carriage of weapons, ammunition, and special means transferred by passengers for temporary storage during the flight by aircraft of Aeroflot OJSC (RI-DG-019Kh).

Instructions on actions of the airline personnel in the event of violation of the Rules of conduct of passengers during preflight service and on board of aircraft of Aeroflot OJSC (RI-DG-012Kh).

Rules of conduct of passengers during preflight service and on board of aircraft of Aeroflot OJSC (RI-DG-063Kh).

Aviation Security Program of Aeroflot OJSC (RI-DG-025Kh).

Management Guide for Aviation Security at Aeroflot OJSC (RD-DG-009Kh).

Manual for Ground Handling of Aeroflot OJSC Carriage.

Proprietary Standard “Provision of Services to Passengers of Aeroflot OJSC” (STO OP 14.0).

Proprietary Standard “Provision of Services to Passengers of Aeroflot OJSC. Provision of Services to Unaccompanied Minors” (STO OP 14.4).

Proprietary Standard “Provision of Services to Passengers of Aeroflot OJSC. Provision of Services to Passengers with Disabilities” (STO OP 14.5-2006).

Proprietary Standard “Aviation Terms, Definitions, and Abbreviations” (STO 26-2007).

Technology “Procedure for air carriage of weapons, ammunition, and special means transferred by passengers for temporary storage during flight by civil aviation aircrafts at Sheremetyevo International Airport” (T-5.1-04-07).

Procedure for compensation of transportation costs borne by passengers in situations of delay and departure on a flight of Aeroflot OJSC due to the delay (cancelation) of a flight, non-availability of a seat on a flight approved by order No. 510 dated October 5, 2012.

3. Terms, Definitions, and Abbreviations

airline: an air transport company that performs commercial carriage of passengers, baggage, cargo, and mail using owned or leased aircraft; in the context of the present Rules, this term refers to Aeroflot - Russian Airlines Open Joint Stock Company (Aeroflot OJSC);

aviation security (AS): status of aviation security against unlawful interference into operation in the sphere of aviation;

aviation enterprise: a legal entity that has provision of paid services of air carriage of passengers, baggage, cargo, mail, and (or) performance of aerial work as the main objectives of its activities regardless of the legal form and ownership of such enterprise;

aviation personnel: persons with special training and certification who carry out the activities in order to ensure aircraft operation safety or aviation security, as well as the activities for organization, implementation, provision, and service of air traffic and aircraft operations, aviation services, organization of use of air space and organization and handling of air traffic;

agent (authorized agent): a person or an enterprise that is authorized to act for Aeroflot OJSC or on its behalf;

Property Irregularity Report (PIR): a document issued by the carrier in the presence of the passenger (receiver) immediately upon detection of the harm caused to the baggage being transported by aircraft of one or more carriers. This Report must be signed by the carrier and the passenger;

act of unlawful interference (AUI): an illegal action (inaction), inclusive of acts of terrorism, that threatens the secure operation of the transport complex and that entails damage to life and health of persons or to property or that creates a threat of such consequences;

SkyTeam Alliance: an international airline alliance, whereof a member is Aeroflot OJSC;

airport: a complex of buildings that includes an airfield, a terminal, and other facilities that are designed for arrival and departure of aircraft and to handle air traffic and that have the equipment, aviation personnel, and other employees that are necessary for this purpose;

international airport: an airport that is open for arrival and departure of aircraft engaged in international air carriage, and wherein border and customs control as well as other forms of control in cases stipulated by international treaties of the Russian Federation and federal laws are implemented;

airport (point) of departure: the airport (point) wherefrom passengers and baggage are sent according to the air carriage contract;

airport (point) of destination: the airport (point) whereto passengers and baggage must be

delivered according to the air carriage contract;

terminal building: a building or a complex of buildings that is used for the purposes of provision of services to the air traffic passengers that depart from or arrive to the airports;

registered baggage (hereinafter referred to as **the baggage**): baggage of passengers that has been accepted for carriage by the carrier, for the preservation whereof the carrier bears responsibility, and whereto a baggage receipt and baggage tag have been issued by the carrier;

baggage tag: a document issued by Aeroflot OJSC for the purposes of identification of the checked baggage; a part of the baggage tag must be attached by Aeroflot OJSC to every piece of the checked baggage; the other part of the baggage tag must be given to the passenger;

unclaimed baggage: the baggage that has arrived at the airport (point) of destination specified on the baggage tag but that was not received by the passenger;

baggage receipt: a transportation document that confirms the acceptance of the baggage for carriage;

ticket: a traffic document that must be delivered by the carrier whenever carriage is contracted; tickets can be represented in one of the following forms:

in the form of a ticket issued on a strict reporting form;

in the form of an e-ticket, which is a document wherein the information about air carriage is presented in the form of an electronic digital record in the database of Aeroflot OJSC;

strict reporting form (SRF): a standard form of a traffic document (a ticket, a baggage receipt, a payment receipt for excess baggage) that is approved and registered according to the prescribed procedure and that has a unique number in accordance with the SRF numbering system. The filled-in SRF must necessarily be certified with the stamp of the agency (validator) that has registered the carriage;

ammunition: armament supplies that are designed to hit a target and that contain a discontinuous, a propellant, a pyrotechnic, or an expelling charge or a combination thereof;

booking (reservation): assignment of a passenger seat and the capacity for carriage of passengers and baggage in an aircraft to a specific flight and date. Booking constitutes an imperative condition for air carriage of passengers and baggage;

passenger's effects (passenger's personal belongings): articles of apparel and other items that are not considered as baggage and are carried by the passenger in the course of transportation by air;

domestic air carriage: air carriage whereat the point of departure, the point of destination, and all the points of landings are located on the territory of the Russian Federation;

aircraft (AC): an air vehicle that is supported in the atmosphere due to interaction with air that is different from interaction with air reflected from the surface of the ground or the water;

air carriage: an air carriage of passengers and / or baggage implemented by Aeroflot OJSC in accordance with the terms of an air carriage contract;

air carriage contract: a contract of carriage concluded by and between Aeroflot OJSC and the passenger under the terms and conditions laid down in the present Rules;

additional services: services provided to the passenger by Aeroflot OJSC and third parties that act as partners of Aeroflot OJSC together with the air transport and subject to the conditions established by Aeroflot OJSC for each specific type of services;

inspection: a set of actions in respect of passengers and baggage that is conducted by authorized persons in order to ensure security with the use of technical and other means for detecting weapons, explosives, or other dangerous devices that may be used for an act of unlawful interference. The preliminary inspection must be implemented at the entrance of the passenger to the terminal building. The preflight inspection must be implemented prior to the boarding of the passenger on board of the aircraft;

flight delay: a change of the departure time from the time indicated in the ticket and in the

schedule as a scheduled departure time;

lounge: a terminal concourse for provision of services to business class passengers as well as to the members of the elite levels of bonus programs of Aeroflot OJSC and the SkyTeam alliance for the duration of waiting to board the aircraft;

website of Aeroflot OJSC: www.aeroflot.ru;

cabin crew (senior flight attendants and flight attendants): crew members, who perform the duties entrusted to them by the carrier or the pilot in charge for the purposes of flight safety, but who are not members of the flight crew;

self service check-in kiosk: a software and hardware complex that enables passengers to check in and to print boarding passes on their own (without the participation of employees of Aeroflot OJSC) on the basis of the booking database. These kiosks are installed by Aeroflot OJSC or by an authorized agent at the airport (terminal building) in the areas accessible to passengers;

class of service: a range of services and a level of comfort provided to passengers in accordance with the air carriage contract;

code sharing (codeshare): a joint operation of flights; a form of cooperation between two or more airlines. In this case, one of the parties is directly involved in the implementation of the carriage as an operating carrier, and the other airlines, which act as marketing partners, receive the right to sell tickets for the flight;

pilot in charge (PIC): a person who has a valid pilot's certificate, has passed the necessary training, possesses the experience that is required for independent control of the aircraft of a certain type, and is assigned to perform the operational flight plan;

flight crew: crew members who possess the required certificates and who are entrusted with the responsibilities related to control of the aircraft during the operational flight time;

route: the path of travel taken by a passenger, which is described as a sequence of airports in the air carriage contract;

route/receipt: a part of an e-ticket that contains the information on the carriage of the passenger and the baggage established by the applicable legislation of the Russian Federation;

SIA: Sheremetyevo International Airport Open Joint Stock Company;

International Civil Aviation Organization (ICAO): an intergovernmental international organization (special UN agency) that regulates the issues related to operation of civil aviation inclusive of the issues related to the use of airspace, security etc. and that develops standards and recommended practices for organization of operation of civil aviation;

international carriage of passengers and baggage: a type of carriage wherein the airport (point) of departure and the airport (point) of destination - regardless of whether there is a break in the trip - are located either on the territory of two states or on the territory of the same state subject to the condition that the trip provides for a stop on the territory of another state;

mobile check-in (MCI): a method of passenger check-in for a flight by means of a mobile phone, which allows the passengers to reduce the time required for passing the standard check-in procedure at the airport as well as to confirm their flight while being at a distance from the airport;

loss of baggage: causing damage to the baggage whereat the passenger incurs losses due to certain pieces or items missing from the baggage;

servicing agent: an enterprise that acts as an agent of the airline and provides services for handling its flights. Within the scope of the present document, this concept applies to an employee of an agent enterprise of the airline;

online check-in: a check-in performed via the website of Aeroflot OJSC;

Miscellaneous Charges Order (MCO): a nominal payment document issued by Aeroflot OJSC or its authorized agent to the passenger, upon presentation of which the passenger may use the amount specified in the order to pay for the purchase of the ticket / e-ticket, excess baggage, or baggage with the declared value on airline's own flights and in hotels and to pay for services related

to accompanying unaccompanied minors;

sales office: a special equipped room designed for booking and selling of air carriages by Aeroflot OJSC;

passenger: a natural person who is recipient of the carriage or who needs to be carried using the aircraft according to the provisions of the contract of air carriage of passengers. The passenger is the person named in the ticket;

deportee passenger: a passenger who has been lawfully admitted into a country by its authorities and who had been later demanded by these same authorities to leave the country; or a passenger who has arrived into the country illegally;

transit passenger: a passenger who is transported further on the same flight as the flight of arrival to an intermediate airport (point) according to the provisions of the air carriage contract;

transfer passenger: a passenger who is delivered to the airport (point) of transfer by one flight and then transported by another flight of the same or another carrier according to the provisions of the air carriage contract;

traffic documents: as this term applies to carriage of passengers and baggage, it denotes the following: a passenger ticket and baggage receipt, a receipt of payment for excess baggage, a receipt (a Miscellaneous Charges Order);

carrier: the operator that implements air carriage of passengers and baggage and possesses a license for implementation of such activities;

flight coupon: a part of the ticket that entitles a passenger to use the service of carriage between the places specified therein;

boarding pass: a document that confirms the fact of acceptance of the passenger for carriage. The boarding pass must indicate the following information: the name of the passenger, the points of departure and destination, the date and the time of departure, the end time of landing, the registration number, the place in the aircraft cabin, and the boarding gate number;

payment document: a document (a cashier's check, a payment receipt, or a bank statement) that is issued in accordance with the provisions of the applicable legislation and that confirms the payment for the booked carriage. The payment document is a properly issued document that confirms conclusion of the air carriage contract and must be issued when the air carriage contract is paid for in cash in the event of issuance of a route / receipt;

claim: a demand drawn up in writing of the person concerned as regards the compensation for the damages caused to the passenger or to the baggage as a result of air transportation that is provided to the carrier;

flight: a flight of an aircraft (scheduled or unscheduled) operated in one direction from the initial and to the final waypoint;

short flight: a flight with the duration of up to 3 hours;

medium flight: a flight with the duration ranging from 3 to 6 hours;

long flight: a flight with the duration of more than 6 hours;

check-in: a process of registration of the passengers and the baggage to be transported on a particular flight;

carry-on: pieces of baggage that remain with the passenger and are carried into the cabin of the aircraft subject to the consent of Aeroflot OJSC and that are certified by the "baggage in cabin" tag;

Russia: the Russian Federation;

customs control on international air transport: a set of measures taken by the customs authorities in order to ensure compliance with national legislation, inclusive of customs legislation, and international treaties of the state, the execution of which is controlled by the customs authorities, which control includes, in particular, the control of the movement of aircrafts and transported goods as well as baggage and carry-on baggage and persons, currencies, and currency

valuables that are borne by these aircrafts, across the border;

fare: a duly approved freight charge levied by Aeroflot OJSC for the carriage of one passenger and his or her baggage within the baggage allowance, or for the carriage of a unit of weight / a baggage piece, between two points;

Space+ service: a service of choice of enhanced comfort seats (seats in rows with an increased seat pitch) in the economy-class aircraft cabins that is provided during the check-in stage at Sheremetyevo Airport for medium and long flights, as well as at the airports in the Russian Federation and abroad;

lost baggage: non-delivery of the entire baggage or a part thereof to the airport and acknowledgement of the fact of loss thereof by Aeroflot OJSC. The lost baggage is also the baggage that has not been tracked in the course of the search for 21 days from the day when it had to be delivered to the point of destination;

loss of baggage: a situation whereat Aeroflot OJSC is unable to deliver the checked and accepted baggage to the passenger or to his or her authorized person after a specified period for delivery regardless of whether this was due to the actual loss, theft, erroneous sending, or erroneous issuance of such baggage at an intermediate airport;

actual carrier: the carrier or a person authorized by the carrier that implements the entire carriage or a part thereof within the code-sharing flights or under other contractual relationship between the carrier and the actual carrier;

Information and Booking Center: information and booking service of Aeroflot OJSC;

crew member: a person appointed by the carrier to perform certain duties on board of the aircraft for the duration of the operational flight time. The aircraft crew consists of the flight crew (pilot in charge and other cockpit personnel) and the cabin crew (flight attendants);

electronic passenger ticket and baggage receipt: a document used to verify the contract of air carriage of the passenger and the baggage wherein the information about the carriage of the passengers and the baggage is represented in a digital form (abbreviation: an e-ticket). An e-ticket has the structure and the content approved by Order No. 134 of the Ministry of Transport of the Russian Federation dated November 8, 2006 “On establishment of the form of an electronic passenger ticket and baggage receipt in the field of civil aviation”;

PNR (Personal Name Record): a personal booking number that is automatically assigned to the passenger on the booking stage. An air carriage booking code.

4. Air Carriage of Passengers

4.1. Main Conditions of the Air Carriage Contract.

According to the provisions of the contract of air carriage of passengers, Aeroflot OJSC undertakes to transport the passenger of the aircraft to the point of destination with a provision of a seat on the aircraft that performs the flight specified in the ticket, and - in the event of air carriage of baggage by the passenger - also to transport such baggage to the point of destination and to deliver it to the passenger or to the person authorized to receive such baggage.

The carriage performed under the contract of air carriage of passengers by Aeroflot OJSC and other services provided by Aeroflot OJSC must comply with terms and conditions of the following documents:

the conditions contained in the ticket;

the applicable rates;

the present Regulations;

the applicable legislation of the Russian Federation.

The Air Carriage Contract must be verified by a ticket and a baggage receipt if the passenger

transports baggage. In the event of discrepancy between the information specified in the ticket and the information contained in the database of Aeroflot OJSC, the latter must prevail.

The document that confirms the payment for air carriage is the payment document, which proves the implementation of the payment for the air carriage.

The passengers must pay the fare for the air carriage according to the specified rate and - in the event of carriage of the baggage in excess of the baggage allowance provided for by Aeroflot OJSC - for the air carriage of such baggage.

The Air Carriage Contract is a public contract; according to the method of its conclusion, it is classified as an adhesion contract and requires that the passenger adhere to the Air Carriage Contract subject to the terms provided by Aeroflot OJSC.

The Air Carriage Contract is deemed to have been concluded from the moment of proper and timely payment for the air carriage.

After full payment for carriage, Aeroflot OJSC must send the route / receipt to the passenger if the passenger is technically capable of receipt of the route / receipt via email or fax. The ticket issued on an SRF form must be issued personally to the passenger only subject to the availability of an additional request made at the time of booking. The cost of issuing of a ticket on an SRF form must be determined by the Rules of Aeroflot OJSC for the use of fares. If the passenger is not technically capable of receiving route / receipt, the latter must be issued to him or her in the airport of departure.

Payment of the cost of carriage must be effected within the period stipulated by the Rules of Aeroflot OJSC for the use of fares that are active at the time of booking using the methods strictly specified by Aeroflot OJSC.

The Air Carriage Contract is valid until the completion of its obligations in the sphere of air carriage of passengers and / or baggage along the route indicated on the ticket by Aeroflot OJSC subject to proper performance of the obligations of the passenger.

Booking and payment for the carriage by flight of Aeroflot OJSC indicates adherence of the passenger to the public Air Carriage Contract under the terms specified in the present Rules. Passenger’s agreement with the terms and conditions of the Air Carriage Contract and the present Rules is full and unconditional.

If the payment for the carriage is performed in a manner that is not specified by the relevant rules of Aeroflot OJSC or with an involvement of an organization unauthorized by Aeroflot OJSC, the contract of carriage is deemed not to have been concluded, and Aeroflot OJSC bears no responsibility for the consequences of such payment.

In the event of a late payment or another breach of the terms of payment, the Air Carriage Contract is deemed not to have been concluded unless otherwise confirmed by Aeroflot OJSC.

Obligations of Aeroflot OJSC in respect to passenger air carriage emerge upon a proper and timely payment for the air carriage.

Scheduled flights are operated in accordance with the aircraft traffic schedule generated by Aeroflot OJSC and published in the database of aircraft traffic schedules.

Aeroflot OJSC undertakes to take all the possible measures that are necessary for the purposes of implementation of carriage of the passenger and the baggage within a reasonable timeframe. The times shown in the schedules or in other documents are not guaranteed and do not constitute an essential condition or part of the Air Carriage Contract.

If the aircraft traffic schedule is changed, Aeroflot OJSC must take all the possible measures that are necessary for the purposes of provision of information as regards the changes in the aircraft traffic schedules to the passengers, with whom epy Air Carriage Contract for transportation of passengers has been concluded, using any and all methods available.

Aeroflot OJSC has the right to cancel or to delay the flight indicated in the ticket, to replace the aircraft type, to change the carriage route if required by the conditions for flight and / or aviation

security, as well as at the request of the state agencies that act in accordance with their competence and within their jurisdiction.

Aeroflot OJSC will not be held liable for its failure to notify the passenger of changes in the flight schedule, change of the airport of departure / arrival, cancellation or change of any other flight parameters if the passenger has not provided his or her contact information (phone number, e-mail etc.) when booking the flight or if Aeroflot OJSC has not been able to contact the passenger via the provided contact details where each of these details (phone number, address etc.) had been used at least once, inclusive of no liability due to provision of incorrect contact data by the passenger. In these cases, Aeroflot OJSC will not compensate the passenger for the losses caused by such failure to notify.

Carriage of passengers and baggage must be implemented between the airports (points) of departure, transfer, and destination (hereinafter referred to as the carriage route) specified in the traffic document as a fixed sequence. The route specified in the traffic documents may be changed by means of agreement between Aeroflot OJSC and the passenger. In the event of change of the carriage route by the passenger, Aeroflot OJSC has the right to implement recalculation of the carriage cost.

Aeroflot OJSC is not liable for provision of connection flights if carriage was registered using separate tickets.

Aeroflot OJSC has the right to transfer its duties or any part thereof under the Air Carriage Contract to another person, inclusive of another carrier. In this case, Aeroflot OJSC must inform the passenger of the actual carrier that will operate the carriage, and the passenger will be bound by the rules of the actual carrier unless otherwise provided by the code-sharing agreement between Aeroflot OJSC and the actual carrier.

Aeroflot OJSC performs booking of the carriage subject to the provision by the passenger of his or her personal data to the extent provided by the applicable legislation of the Russian Federation. Processing of personal data must be implemented with the use of the passenger service system developed by Sabre Holding Corporation whereof database servers are located in the United States of America. At the time of the specified processing of personal data, their cross-border transfer must be implemented.

Aeroflot OJSC performs the processing of personal data of the passengers in accordance with the applicable provisions of the Federal Law dated July 27, 2006 and registered under No. 152-FZ “On Personal Data” (including, but not limited, to the following: during the booking of transportation, issuance of tickets, in the event of change of transportation conditions, in the event of a voluntary refusal from transportation, and after the termination of the air carriage contract - at the request of the authorized public authorities) that are provided by the passenger at the time of conclusion of the air carriage contract.

Passengers can become acquainted with the Rules of Aeroflot OJSC for use of fares on the website of Aeroflot OJSC. When purchasing the carriage through the Information and Booking Center, the passengers must be informed of the basic conditions of the Air Carriage Contract and the present Rules.

4.2. Carriage Booking and Ticket Sales.

Booking of air carriage of passengers and baggage must be available to the passenger or his or her authorized representative in the booking system of Aeroflot OJSC (the website, the Information and Booking Center, sales offices, and self-service kiosks) or at the offices of the authorized ticket media.

The result is the creation of an electronic booking record in the booking system of Aeroflot OJSC by means of assignment of a unique number (PNR) thereto.

For the purposes of registration of the ticket, the passenger must provide an identification

document.

In the event of registration of a subsidized carriage or carriage under a special fare, the passenger must provide identification documents and the documents that confirm the right of the passenger to the subsidy or the special fare.

The passenger must receive the issued ticket or route / receipt of an e-ticket either directly at the point of sale of carriage or by email at time of booking for the purposes of independent printing.

The issued ticket on paper or the route / receipt of an e-ticket and a proof of payment must be preserved for the entire duration of the carriage.

The use of the ticket by a person not specified therein is prohibited; the value of such ticket will not be returned to the bearer, and such person will not be accepted for carriage.

Requirements to Be Complied with at the Time of Booking.

When booking a flight, the passenger must provide Aeroflot OJSC with his or her personal data (last name, first name, date of birth, series and number of the identification document etc.) as well as with the telephone number and / or e-mail address for the purposes of communication with the passenger. No booking must be performed upon refusal to provide such data. In the event of booking, it is necessary to agree the carriage of the passengers of the following categories with Aeroflot OJSC:

passengers with children under 2 years of age;

children not accompanied by an adult passenger who must be carried under the supervision of Aeroflot OJSC (in accordance with the provisions of para. 4.5.2 of the present Rules);

seriously ill passengers;

deaf passenger without an accompanying person;

blind passenger with a service dog or without an accompanying person;

unaccompanied blind or deaf passengers who will be transported under the supervision of Aeroflot OJSC;

passengers with weapons and / or ammunition;

baggage that must be transported only in the cabin of the aircraft;

pets (dogs, cats, and birds).

In the course of booking, passengers with disabilities and other limited mobility persons must inform Aeroflot OJSC or the agent of Aeroflot OJSC that books, sells, and issues traffic documents on their limited mobility in order to ensure that appropriate conditions for air carriage of such passengers are provided for.

Booking will be canceled automatically without warning the passenger unless a payment for the carriage by air has been effected within the period prescribed by Aeroflot OJSC or the authorized agent and the ticket has been issued.

4.3. Payment Procedure.

A freight charge is collected for the carriage of passengers and baggage on scheduled flights of Aeroflot OJSC or authorized agent.

The freight charge is determined on the basis of the amount of money for the transportation of passengers between two points in the transport route (hereinafter referred to as the fares) established by Aeroflot OJSC or of a combination of fares from the airport (point) of the start of the carriage of passengers and baggage according to the contract of air carriage of passengers (hereinafter referred to as the airport (point) of departure) to the airport (point) of destination, of the fees stipulated by the Rules of formation and application of fares for scheduled air carriage of passengers and baggage and of charges collection in the sphere of civil aviation approved by Order No. 155 of the Ministry of Transport of the Russian Federation dated September 25, 2008; and, if the passenger orders additional services of a superior class of comfort, on the basis of the cost of such additional services of a superior class of comfort set by Aeroflot OJSC.

Additional charges may be incurred for the provision of services to the passenger by the authorized agent for selection of an optimal routing, the cost of transportation for the shipment in accordance with the priority parameters of transportation conditions specified by the passenger and / or transportation conditions and advisory services that are common for all carriers.

The freight charge must be specified in the traffic document.

Payment for the carriage and issuance of a ticket must be implemented after booking except as specified below.

Payment for the carriage and issuance of a ticket may be implemented before the booking in the following cases:

issuance of a ticket with an open date of departure (without a fixed date on the ticket);

issuance of a ticket with a pending status for vacant seats (a ticket with the standby status);

issuance of a ticket subject to availability of vacant seats after the check-in of passengers and registration of baggage.

The freight charge can be paid in advance. In this case, the carriage points of sale for payment of the air carriage and the issuance of a traffic document may be different.

For the purposes of payment for the carriage of the passenger and his or her baggage, the fares that are valid as of the date of commencement of the carriage must be used.

If the fares are changed by Aeroflot OJSC prior to commencement of the carriage, the carriage of the passengers who have the tickets that have been issued before such change of the fare must be implemented without recalculation of the freight charge provided that the original terms of the Air Carriage Contract are preserved.

If the conditions of the air transport of the passenger are modified by the passenger due to cancellation or delay of the flight specified in the ticket; if the transportation route is changed by Aeroflot OJSC; if the flight leaves or arrives out of schedule; if the departure of a passenger has not happened because of the inability to provide a seat on the flight and on the date shown on the ticket; if the carriage of a passenger on the aircraft has not happened because of the delay of the passenger at the airport due to the length of his or her inspection if said inspection of baggage or personal check of the passenger has not resulted in detection of prohibited substances and items; if Aeroflot OJSC fails to provide flight connections in the event of a single carriage; if the passenger suddenly becomes ill or if a member of his or her family that travels together with him or her on the aircraft becomes ill or dies, which fact must be confirmed by medical records; if the passenger cannot be provided with services according to the class specified in the ticket; if Aeroflot OJSC, or authorized agent thereof, has issued the ticket incorrectly (hereinafter referred to as the passenger-enforced changes in the terms of the contract for air carriage of the passenger) prior to the commencement of the transport or after the commencement of the transport, no additional payment will be charged.

If the passenger changes the conditions of the air carriage of the passengers for reasons other than those specified above (hereinafter referred to as a Voluntary Change of Terms of the Air Carriage Contract by Passenger) prior to the commencement of the carriage, the freight charge must be determined on the basis of the fares that are in effect as of the date of commencement of the new air carriage.

In the event of a Voluntary Change of Terms of the Air Carriage Contract by Passenger after the commencement of the carriage in the event of change of the amount of the freight rate, the carriage must be performed at the fares that are in effect as of the date of commencement of the carriage.

Additional fees (if required) must be paid simultaneously with the payment of the booked carriage.

If additional payments for the previously paid carriage are necessary, the similar methods and conditions of payment must be used.

Aeroflot OJSC accepts the following methods of payment for the carriage:

cash;

cashless payments (including the use of bank cards).

A confirmation of the fact of payment for the carriage in sales offices in points of the Russian Federation and outside of the Russian Federation is the route / receipt (an extract from the automated information system of registration of air carriages) of an e-ticket.

For the purposes of receipt of tickets at the office of Aeroflot OJSC (or its agent) in the event of online booking and payment for the carriage, passengers must present booking confirmation codes (PNR) and the identification documents of the passengers included in the PNR at the office (cashier's office). If the payment for the carriage has been effected using a credit card via the Internet, the passengers must present the card that was used to pay for the carriage in order to receive the paper ticket at the office.

4.4. Passenger's Documents (Ticket and Baggage Receipt).

4.4.1. Tickets must not be transferred to be used by other persons. Only the passengers whose name and details of the identification document coincide with the data provided when booking must be accepted for carriage.

Tickets for flights of Aeroflot OJSC must be issued only with an indication of the data of the following types of identification document of the passengers:

a passport or an equivalent document;

a general-civil international passport;

a military service record card (for the military servicemen conscripted or contracted to military service or alternative service);

a birth certificate (for the persons under 14 years of age); a national passport (for foreign nationals);

a certificate for persons without citizenship;

a permanent resident card.

When traveling outside the Russian Federation, the passengers must provide the documents established by the applicable provisions of the rules of border crossing of the country of departure / arrival.

For the purposes of identification during the check-in, the passenger must provide an identification document, which was provided during the booking process and carry a ticket (if the air carriage is registered with the use of an SRF form), or - if the air carriage is registered with the use of an e-ticket - passengers are recommended to have the route / receipt. Check-in of passengers and baggage must be implemented on the basis of the ticket and the identification document of the passenger that was used to issue the ticket as well as other documents that are provided for by the applicable legislation of the Russian Federation, if necessary.

Tickets, including e-tickets, serve as the proof of conclusion of the Air Carriage Contract between the passenger and Aeroflot OJSC.

4.4.2. Validity of the Ticket.

Tickets are valid for the purposes of carriage of the passenger and his or her baggage from the point of origin to the point of destination along the route and according to the service class specified therein. Each flight coupon (part of the ticket) is valid for the carriage of the passenger and his or her baggage only along the route leg specified therein and according to the service class, the date, and the flight for which it was issued.

If a ticket is issued without a booking mark (with an open date of departure), the seat must be booked in accordance with the request of the passenger subject to availability of vacant seats on the requested flight.

The place and the date of issue of the ticket must be specified in all of the flight coupons thereof. The tickets that have been issued at the standard (full) fare are valid for the purposes of

carriage of the passenger and his or her baggage for a year from the date of commencement of the carriage or - if none of the flight coupons have been used - from the date of issuance of the ticket.

The tickets that have been issued at a special fare are valid for the purposes of carriage of the passenger and his or her baggage for the duration of the period determined by the application of such rate as established by Aeroflot OJSC.

The passenger must be accepted for carriage if he or she has a valid ticket that was duly issued by Aeroflot OJSC, an agent of Aeroflot OJSC, or another carrier whereof traffic documents are recognized as valid for the purposes of carriage of passengers and their baggage on flights of Aeroflot OJSC.

The passenger is not allowed for carriage if the paper ticket provided by him or her contains corrections or modifications made to it by an entity other than Aeroflot OJSC or an agent of Aeroflot OJSC.

In the event of a change of the conditions of the Air Carriage Contract by the passenger prior to the commencement of the corresponding carriage, a new ticket must be issued to such passenger. In the event of a change of the conditions of the Air Carriage Contract by the passenger after the commencement of the corresponding carriage, such changes can be marked with a sticker that has the cells that correspond to the cells of the ticket to be changed and that is glued to the ticket if the carriage route is not modified. Such ticket must be issued only after the payment of the corresponding fare. Issuance of tickets that have been paid for using a non-cash form of payment or of free tickets must be made only upon the compliance with the applicable requirements of all the rules and regulations established by Aeroflot OJSC.

4.4.3. Change of Validity Term and Modification of the Ticket.

The ticket validity term must be extended until the departure of the next flight of Aeroflot OJSC whereon there is a vacant seat of the service class that corresponds to the original fare paid if the passenger is unable to make the flight within the initial term of the ticket in the following cases:

cancelation of the flight whereon a seat has been booked by the passenger;

cancelation of the stoppage of the aircraft according to the schedule in the point that serves as a point of departure, destination, transfer for the passenger or in the event of a stopover that exceeds 24 hours;

failure to perform the flight in accordance with the time specified in the schedule; failure to provide the service class indicated in the ticket;

failure to provide a pre-booked seat in the aircraft to the passenger.

In these cases, the validity term of the ticket must be extended at no extra cost.

If a passenger who has a ticket paid according to the normal or special fare with the ticket validity period of one year applies to book a seat, and Aeroflot OJSC is unable to provide a seat for the duration of the ticket validity, the validity of such ticket must be extended until the next flight of Aeroflot OJSC whereon such seat of the service class that corresponds to the original fare paid is available.

If the passenger has been unable to complete the flight for the duration of the validity of the ticket due to his or her illness or the illness of a family member who travels on the aircraft together with the passenger, the validity of such ticket must be extended until the date when, according to the medical opinion, such passenger or the family member is able to make the flight or on the nearest flight thereafter performed by Aeroflot OJSC subject to the availability of vacant seats in the class of service that corresponds to the originally paid fare. The Rules of Aeroflot OJSC for use of fares may provide for a different application procedure for each specific fare.

4.4.4. Loss of the Ticket.

If the passenger has declared a ticket to be lost or improperly issued or damaged, Aeroflot OJSC must take all the possible measures in order to determine the fact of conclusion of an Air Carriage Contract with such passenger. If it is determined that an Air Carriage Contract was indeed

concluded with such passenger, Aeroflot OJSC must accept such passenger for carriage in accordance with the terms of the Air Carriage Contract concluded with such passenger with a corresponding issuance of a ticket.

In case of loss of or damage to the ticket, additional charges may apply to the issuance of a duplicate ticket on an SRF form.

4.4.5. Other Documents of the Passenger.

Passengers are responsible for obtaining all the required travel documents, visas, permits etc. as well as for compliance with all the applicable laws concerning exit, entry, and transit of the countries of departure, arrival, and transit. Aeroflot OJSC bears no responsibility toward the passenger if the passenger has not received such documents or visas or fails to comply with the requirements of the applicable legislation.

At the request of Aeroflot OJSC, the passengers must submit all the documents for exit, entry, transit, health status, and other documents that are required by the provisions of applicable legislation and must allow Aeroflot OJSC to make and keep copies of the above documents or otherwise keep the data contained in the relevant documents if Aeroflot OJSC deems the latter necessary.

4.5. Carriage of Certain Categories of Passengers.

Certain categories of persons possess the right to enjoy air carriage concessions in accordance with the provisions of the applicable legislation of the Russian Federation.

Traffic document must be issued to such passengers upon the presentation of the documents that confirm the right to concession for the carriage by air established by the applicable legislation of the Russian Federation.

4.5.1. Carriage of passengers with children.

When accompanied by an adult passenger or a passenger who, in accordance with the civil legislation of the Russian Federation, has acquired full legal capacity before reaching the age of eighteen, one child under two years of age is transported free of charge on domestic flights and with a discount of ninety percent of the normal or special fare on international flights without providing a separate seat, unless special conditions exist for the application of a special fare. If a child under two years of age is provided a seat at the request of the accompanying passenger, then the carriage of such child must be implemented at a discount of fifty percent of the normal or the special fare if there are no special conditions for the application of the special fare.

Others children under two years of age as well as children from two to twelve years of age who travel with the passenger must be carried at a discount of fifty percent of the normal or the special fare if there are no special conditions for the application of a special fare, with individual seats being provided to such children.

In the event of issuance of a ticket for a child (under 12 years of age) as well as when accompanying a child (under 12 years of age) during the carriage the passenger must present Aeroflot OJSC with a proof of age of the child (a birth certificate) during the issuance. The age of a child must be determined as of the date of commencement of the shipment from the initial point of departure specified in the Air Carriage Contract.

Transportation of a child under 12 years of age without an accompaniment of parents (adoptive parents) or their authorized representative who has reached the age of 18, must be implemented only after filing of a written application for the carriage of unaccompanied children by parents, adoptive parents, guardians, or trustees in accordance with the provisions of the applicable legislation.

Exit of minors from the Russian Federation must be carried out in accordance with the provisions of the applicable legislation of the Russian Federation.

The baggage allowance for children under 2 years of age (without provision of a separate

seat on the aircraft) constitutes 1 piece for the baggage with the weight of less than 10 kg and the sum of measurements not exceeding 115 cm regardless of the service class.

Upon request of a passenger, but not later than 36 hours before the departure time indicated in the schedule, a child may be provided with baby meal (BBML). In the absence of a preliminary application through booking, no baby meal will be provided to a child under 2 years of age (without provision of a seat) on board an aircraft. Passengers with children under 2 years of age must not be seated next to emergency exits and rescue equipment.

4.5.2. Carriage of Unaccompanied Minors.

Unaccompanied minors are the children of the ages from 5 to 12 years old who travel without their parents and are not accompanied by an adult passenger under the supervision of Aeroflot OJSC. At the request of parents (guardians), this service can be applied to children of the ages from 12 to 16 years old.

Conditions of Acceptance for Carriage.

Children are accepted for carriage without accompaniment in the following cases:

a prior consent of Aeroflot OJSC for the carriage of an unaccompanied minor is available;

the accompanying persons remain with the minor at the airport of departure before the departure of the flight whereon the unaccompanied child is registered;

the child will be mandatorily met at the airport of arrival;

the carriage of the child has been paid in accordance with the applicable rules and rates.

An additional charge as determined by Aeroflot OJSC must be paid for provision of services of accompaniment for children of the ages from 5 to 16 years old who travel without an accompaniment of an adult passenger under the supervision of the carrier.

The service of accompaniment of children aged from 5 to 12 years old is mandatory; of children aged from 12 to 16 years old, available upon request of the parents / guardians.

Unaccompanied minors must be accepted for carriage only after their parents (legal representatives) complete and sign an application for the carriage of an unaccompanied minor and an application for an unaccompanied minor.

Minor citizens of the Russian Federation, as a rule, leave the Russian Federation together with at least one of the parents, adoptive parents, or guardians. If a minor citizen of the Russian Federation leaves the Russian Federation unaccompanied, he or she must carry, in addition to the passport, a notarized consent of the above persons for the trip taken by such minor citizen of the Russian Federation; such consent must indicate the term of departure and the state(s) that such minor citizen of the Russian Federation intends to visit. If a child exits the country for a period exceeding 3 months, this agreement must also be certified by the child protection services.

4.5.3. Carriage of Blind (Deaf) Passengers.

The carriage of the blind (deaf) passengers must be implemented by an accompanying person or without an accompanying person under the supervision of Aeroflot OJSC and according to the agreement with Aeroflot OJSC.

Blind (deaf) persons who travel unaccompanied must be accepted for carriage under the supervision of Aeroflot OJSC only subject to the issuance of a corresponding written application for carriage under the supervision of Aeroflot OJSC and subject to the concurrence of such carriage with Aeroflot OJSC no later than 36 hours before the departure time as specified in the flight schedule.

The carriage of deaf passengers can be implemented without an accompanying person subject to an agreement with Aeroflot OJSC.

The carriage of blind passengers can be implemented with an accompanying service dog subject to an agreement with Aeroflot OJSC.

The carriage of blind passengers with an accompanying service dog must be implemented upon the presentation of the documents that confirm such passenger’s disability and the special

training of the service dog to Aeroflot OJSC or its authorized agent.

For the purposes of the carriage of such passengers, the service dog must be transported free of charge in the passenger compartment in excess of the baggage allowance and without consideration of its weight. Service dogs must have a collar and a muzzle and must be tied to the chair at the feet of the accompanied passenger.

Air carriage of a passenger from among the deaf-blind passengers must be implemented with an accompanying passenger who assist the former for the duration of the flight.

4.5.4. Carriage of Pregnant Women.

Carriage of pregnant women must be implemented according to the general terms if it is carried out not later than 4 weeks before the expected delivery date. Pregnant women who expect to give birth over the next four weeks, women who expect possible complications during childbirth, who have a multiple pregnancy, or who have a pathological pregnancy must provide a written consent of a physician for the flight. Medical examination must have been implemented not earlier than 7 days before the date of the flight. Transportation of such passengers must be implemented subject to the condition that Aeroflot OJSC bears no responsibility for any and all negative consequences that may arise for the mother or the fetus. A passenger who is a pregnant woman must sign a corresponding obligation that she is solely responsible for any and all negative consequences that may arise for her and / or the fetus as a result of the flight; such obligation must be signed before the pregnant woman boards the aircraft.

4.5.5. Carriage of Persons with Disabilities.

The passengers must determine the feasibility of use of the air transport on the basis of their health condition. If the age, the mental, or the physical condition of the passenger can cause deterioration in his or her health or endanger his or her life during the flight, then the carriage of such passenger must be implemented subject to the condition that Aeroflot OJSC bears no responsibility for any negative consequences that have occurred as a result of such carriage. Before boarding the aircraft, the passengers (or their legal representatives in respect to disabled or reduced-mobility passengers) must sign the corresponding obligation that they are solely responsible for any negative consequences that may arise to their lives or health as a result of the flight.

If the physical and / or mental condition of the passenger are such that a flight is impossible without providing a special conditions[1] or the passenger may threaten the safety of other passengers, Aeroflot OJSC has the right to refuse carriage of such passengers. The carriage of such passenger must be agreed in advance with Aeroflot OJSC and confirmed by Aeroflot OJSC not less than 36 hours before the departure time.

Disabled passengers or reduced-mobility passengers must inform Aeroflot OJSC about their condition and must apply for the necessary assistance on the stage of air carriage booking by addressing the Information and Booking Center no later than 36 hours before the departure of the aircraft according to the flight schedule.

Air carriage of passengers on stretchers must be implemented subject to prior notification of Aeroflot OJSC on such carriage not less than 72 hours before the departure time and subject to the payment for additional seats provided for the passengers on stretchers.

Carriage of passengers in a wheelchair who are unable to move on their own, disabled children under the age of twelve years old or patients on a stretcher must be implemented only when accompanied by a person who provides care to such passenger for the duration of the flight.

In order to provide for aviation safety measures (including those employed for the purposes of provision of proper evacuation of passengers from the aircraft in cases of emergency), the number of disabled passengers and reduced mobility passengers on each flight must not exceed the

[1]The services specified in the provisions of para. 8, 8 of Art. 106.1. of the Air Code of the Russian Federation do not constitute special carriage conditions.

number of healthy passengers.

4.5.6. Passengers Deported (Administratively Expelled) from the Territory of the Russian Federation.

Carriage of deported passengers must be implemented in accordance with the applicable requirements of public authorities at the expense of the federal budget.

Aeroflot OJSC has a right to obtain the information about the causes of deportation as it bears responsibility for provision and has a commitment to ensure safety of its passengers.

4.5.6.1. Passengers Prevented from Entering the Territory of the Country of Destination.

A Deportee Certificate must be issued by competent authorities in respect to the passengers who arrive on a flight of Aeroflot OJSC and who are not accepted into the country due to a lack of visa, an expired passport etc., or whom the competent state authorities have decided to deport from the country.

If Aeroflot OJSC is forced to pay or to deposit any amount, to pay a fine, or to provide a financial guarantee in connection with the failure of the passenger to comply with the requirements of applicable legislation, failure to provide the documents required for travel, provision of forged documents or documents that contain false information, such passenger must compensate Aeroflot OJSC at its request for the amount deposited or paid as well as all for all the charges incurred in connection therewith.

4.5.6.2. Deported Passengers and Persons in Custody.

Deported passengers must be accepted for carriage only on the flights of Aeroflot OJSC that have no intermediate stops.

The persons who have been expelled from the country by state authorities because of the expired registration or visa, for political reasons, or upon completion of the prison term can be accepted for carriage without accompanying persons.

The persons who have been expelled from the country by public authorities according to the decision on extradition of criminals due to involvement in a criminal event, in regards whereof no court session has yet taken place, must be accepted for carriage only when accompanied by at least two members of the agency (per deportee) who perform policing functions and only after the consultation on the transportation with the competent authorities of the corresponding states and provision of notification thereon to Aeroflot OJSC.

In order to ensure flight safety, Aeroflot OJSC has the right to be informed of the reasons for deportation of a passenger from the country and to refuse provision of carriage to such passengers in its sole discretion.

The ticket for the carriage of the deported person must be paid by the government of the state that has adopted the decision to deport such passenger.

Security requirements for the carriage of persons in custody are similar to the requirements for the carriage of deported persons ejected on the basis of a decision on extradition.

4.5.7. Carriage of Passengers Participating in the “Aeroflot Bonus” Program.

The passengers who own silver or gold cards of the “Aeroflot Bonus” program have a priority of check-in on the flights of Aeroflot OJSC as well as the right to an additional baggage allowance (1 piece). Aeroflot OJSC has the right to prohibit additional baggage allowance on certain destinations by notifying the passenger thereon at the time of booking and registration of the carriage.

The Space+ service must be provided to the passengers who own gold cards of the “Aeroflot Bonus” program free of charge.

Passengers who are participants of the Aeroflot Bonus program possess the right to register a service class upgrade only in the proprietary sales offices of Aeroflot OJSC in the City of Moscow or at representative offices of Aeroflot OJSC or in the Information and Booking Center of Aeroflot OJSC (in the event of use of e-tickets).

An upgrade can be implemented only for a single service class and for the double-trip carriage. Booking of the premium service class upgrade must be implemented to the business class (the booking class O).

For the purposes of booking of a premium service class upgrade, participants of the “Aeroflot Bonus” program must contact one of the sales offices or representative offices of Aeroflot OJSC no later than 7 days before the planned departure time.

An electronic certificate must be issued within 3 business days after the request for booking of the service class upgrade. After registration of the electronic certificate, the participant must contact one of the sales offices in the City of Moscow or a representative office of Aeroflot OJSC with a previously issued ticket for the economy class (or a booking code if no ticket has been issued) and an identification document for the purposes of issuance of an airline ticket for a higher service class.

4.6. Termination of the Air Carriage Contract.

4.6.1. Refusal of Passengers from Air Carriage.

The passenger has the right to refuse the flight according to the procedure prescribed by the applicable legislation of the Russian Federation. If the passenger intends to refuse the flight, such passenger or his or her authorized person must notify Aeroflot OJSC as regards the unilateral termination of the contract of air carriage by one of the following ways:

a) for the carriages registered in sales offices, branches, representative offices of Aeroflot OJSC in the Russian Federation and abroad:

a personal request of the passenger or his or her authorized representative at the place of payment upon presentation of the original copies of identification documents and the power of attorney that enables the representative to act on behalf of the passenger, with a registration of an application in the established standard form and simultaneous implementation of the procedures of an airline ticket return;

if it is impossible to access the place of purchase of the ticket, a personal request of the passenger or his or her authorized representative at the sales office, branch, or representative office of Aeroflot OJSC upon presentation of original copies of identification documents and the power of attorney that enables the representative to act on behalf of the passenger, with a registration of an application in the established standard form for the purposes of subsequent application for and implementation of the procedure for an airline ticket return at the place of payment for the validity term of the ticket.

b) for the carriages registered on the website of Aeroflot OJSC:

a request of the passenger or his or her authorized representative submitted to the Information and Booking Center, which can be reached at the following phone numbers: +7 (495) 223-5555 (a toll-free number for the City of Moscow) or 8-800-444-5555 (a toll-free number for other locations in the Russian Federation) with the simultaneous implementation of procedures for an airline ticket return;

a personal request of the passenger or his or her authorized representative at any sales office, branch, or representative office of Aeroflot OJSC upon presentation of identification documents and the power of attorney that enables the representative to act on behalf of the passenger, with a simultaneous implementation of the procedures of the airline ticket return.

c) for the carriages registered via the agent network:

a request of the passenger or his or her authorized representative submitted at the place of purchase of the ticket with a simultaneous implementation of the procedures of an airline ticket return;

if it is impossible to access the place of purchase of the ticket, a personal request of the passenger or his or her authorized representative at the sales office, branch, or representative office

of Aeroflot OJSC upon presentation of original copies of identification documents and the power of attorney that enables the representative to act on behalf of the passenger, with a registration of an application in the established standard form for the purposes of subsequent application for and implementation of the procedure for an airline ticket return at the place of payment for the validity term of the ticket.

d) a written notice provided by the passenger or his or her authorized representative by means of mail addressed to the address of Aeroflot OJSC and sent by registered letter with an attached filled application in the established standard form with the notarized authentication of the signature of such passenger (representative) and with attached copies of identity documents; in this case, the time of application of refusal from transportation is the date and the time of receipt of the complete set of documents by Aeroflot OJSC. The received set of documents must be delivered to the corresponding structural unit of the sales department for subsequent cancellation, preparation, and sending of instructions to the agency, own sales office, branch, or representative office for the purposes of return of the applicable amount of money for the unused carriage to the passenger or to his or her authorized person at the place of payment for the carriage.

For the purposes of air carriage, for which payment has been made by a legal entity regardless of the sales channel, the passenger must also submit the original copy of the power of attorney signed by the chief accountant and the director general (or persons authorized to that effect) and sealed with the round seal of the organization in addition to the refusal from the carriage.

If the passenger (authorized person) cannot apply to obtain the refund for the unused ticket at the place of payment therefor, the issue of refunding must be considered by Aeroflot OJSC according to the complaint procedure.

4.6.2. Termination of Contract by Aeroflot OJSC.

Aeroflot OJSC has the right to unilaterally terminate the contract of air carriage of passengers in the following cases:

1) a violation by a passenger of passport, customs, sanitary, and other requirements established by the applicable legislation of the Russian Federation in respect of air carriage and, as it applies to international air carriage, of the applicable provisions of other regulations as defined by the relevant authorities of the state of departure, destination, or transit.

2) a refusal of a passenger of the aircraft to comply with the applicable provisions of the federal aviation regulations placed upon them.

3) if the state of health of a passenger of the aircraft requires special conditions for air transportation or threatens the safety of passengers or others persons as evidenced by medical records as well as creates disorder and unavoidable inconvenience to other persons.

4) a refusal of a passenger of the aircraft to pay for the carriage of his or her baggage, whereof the weight exceeds the applicable baggage allowance value.

5) a refusal of a passenger of the aircraft to pay for the carriage of a child accompanied by him or her except in cases provided for by the Air Code of the Russian Federation.

6) a violation of rules of conduct on board the aircraft by a passenger of the aircraft - if such violation might endanger safety and/or security of the aircraft or pose a threat to the life or health of other persons, as well as a failure of a passenger of the aircraft to comply with the orders of the PIC presented in accordance with the applicable provisions of Art. 58 of the Air Code of the Russian Federation.

7) presence of objects or substances prohibited for carriage in the effects of a passenger and in his or her baggage.

4.7. Refund of the Amounts Paid for Unused Carriage.

4.7.1. Procedure for calculating the amount to be refunded in case of termination of the Air Carriage Contract in connection with the voluntary refusal of the passenger from the carriage.

In the event of termination of the contract of air carriage of passengers in connection with the voluntary refusal of the passenger from the carriage if the latter has not been implemented in any part, the rate(s) applied for the purposes of calculation of the cost of such carriage must be refunded.

In the event of termination of the contract of air carriage of passengers in connection with the voluntary refusal of the passenger from a part of the carriage, such passenger must be refunded for the difference between the applied fare(s) and the fare(s) of the used leg(s) of the route.

Calculation of the cost of the used leg(s) of the route of carriage must be implemented on the basis of standard fare(s) of the corresponding service class of Aeroflot OJSC, which has performed the carriage, which fare was in effect on the date of commencement of the carriage on the day of issuance of a traffic document unless Aeroflot OJSC has provided for the use of a different fare for the purposes of such calculation.

If the difference between the amount paid for the carriage and the normal fare used for the used legs of the carriage route is negative during the calculation of the cost of the used leg of the route, no additional payments will be charged.

In the event of a voluntary refusal of the passenger from the flight, the fees of foreign states, the fuel surcharge on the unused legs of the route of the carriage, and the fee for the provision of services of automated booking systems must be refunded.

In the event of a voluntary refusal of the passenger from the flight, a fee for the following operations must be collected: nullification of booking of the carriage, payment of the amounts to be refunded, and registration of the refund of the amounts provided for by the conditions for application of the fare.

The amount paid to Aeroflot OJSC for the provision of additional enhanced-comfort services if no additional services have been rendered must be refunded.

In the event of a voluntary refusal of passenger from the flight that was issued using the group fare and that has caused a violation of the condition of the minimum group size specified by the conditions of application of the specified group fare, the cost of carriage of other members of the group must be recalculated in accordance with the new conditions of carriage.

In the events and according to the procedure by the Rules of formation and application of fares for scheduled air transport of passengers and baggage and of charges collection in the sphere of civil aviation approved by Order No. 155 of the Ministry of Transport of the Russian Federation dated September 25, 2008, the passenger will be charged a fee for a refusal from the flight at the termination of the contract of air carriage of passengers in connection with his or her voluntary refusal from the entire carriage or a part thereof.

4.7.2. Fee for Refusal of Passengers from Air Carriage.

The fee for refusal of passengers from air carriage must be charged in the event of termination of the contract of air carriage of passengers in connection with the voluntary refusal of the passenger from the entire carriage or from a part thereof except as provided below.

The fee for refusal of passengers from air carriage must be charged if the passenger has notified Aeroflot OJSC of its refusal from the flight less than 24 hours before the departure time of the aircraft specified in the ticket.

The fee for refusal of passengers from air carriage is set by Aeroflot OJSC and is equal to the amount prescribed by the Rules of Aeroflot OJSC for use of fares for the corresponding fare.

The fee amount must be calculated separately on the basis of the date and the time of departure of the aircraft from each airport.

The amount of the fee for refusal of passengers from air carriage can be set by Aeroflot OJSC on a case-by-case basis according to the rules for use of fares.

A fee for refusal of passengers from air carriage that is valid as of the date of commencement of the carriage on the day of the issuance of the corresponding traffic document

must apply.

A fee for refusal of passengers from air carriage must not be charged in the following cases:

if the passenger has notified Aeroflot OJSC on the refusal from the flight earlier than 24 hours before the departure time of the aircraft;

if the refusal from the legs of the carriage route applies to an open date of departure;

if the refusal from the legs of the carriage route applies to an unconfirmed booking;

if the refusal from the carriage applies to the children under the 2 years of age who travel without provision of a separate seat;

in other cases stipulated by the Rules of Aeroflot OJSC for use of fares.

The fee amount to be charged to the passenger must be set according to the conditions of the use of fares if the passenger has notified on the refusal from carriage by air after the aircraft departure time specified in the ticket.

4.7.3. Procedure for Calculation of the Carriage Cost in the event of a Voluntary Amendment of the Contract of Air Carriage of Passengers.

The terms of the contract of air carriage of passengers may be modified unless otherwise provided for by the rules for use of fares.

If the modification of the terms of the contract of air carriage of the passenger claimed by the passenger is not allowed by the rules for use of fares, this must entail a refund of the amounts according to the manner prescribed by the provisions of para. 4.7.1 of the Rules; and the changes in the terms of the carriage implemented by the passenger must be registered.

In the event of a voluntary change of the contract of air carriage of passengers by the passenger, the amount to be returned to the passenger or to be charged to the passenger must be determined as the difference between the amount paid for the carriage and the cost of the carriage according to the changed conditions.

In the event of a voluntary change of the conditions of the air carriage contract by the passenger, the latter may be charged for the operation of modification of the terms of the contract of air carriage of passengers as provided for by the rules for use of fares.

The amount paid to Aeroflot OJSC for the provision of additional enhanced-comfort services if no additional services have been rendered must be refunded.

4.7.4. Procedure for calculating the amount to be refunded in case of termination of the Air Carriage Contract in connection with the forced refusal of the passenger from the carriage as a whole or from a part thereof.

In the event of termination of the contract of air carriage of passengers in connection with the forced refusal of the passenger from the carriage if the latter has not been implemented in any part, the entire amount paid for the carriage must be refunded.

In the event of termination of the contract of air carriage of passengers due to the forced refusal of the passenger from the part of the carriage, the amount of the cost of the unused portion of the carriage must be refunded.

The cost of the unused portion of the carriage in the event of a refusal from the fare component must be calculated on the basis of the applied fare.

In the event of termination of the contract of air carriage of passengers due to the forced refusal of the passenger from the entire carriage or a part thereof, the fees of foreign states and the fuel surcharge for the unused portions of the carriage route must be refunded.

The amount paid to Aeroflot OJSC for the provision of additional enhanced-comfort services if no additional services have been rendered must be refunded.

4.7.5. Procedure for Calculation of the Carriage Cost in the event of a Forced Amendment of the Contract of Air Carriage of Passengers.

No additional payment must be charged in the event of a forced change of the conditions of the contract of air carriage of the passenger.

When Aeroflot OJSC replaces an aircraft with an enhanced-comfort cabin with an aircraft that does not have an enhanced-comfort cabin or in the event of change in the layout of the aircraft, the passenger must be refunded for the difference between the fare paid and the fare for the service class that was used for the actual carriage.

No additional payment must be charged if Aeroflot OJSC has been forced to place a passenger in the service class that is higher than that one paid for by the passenger.

No additional payment must be charged when changing the type of aircraft if different levels of fares have been set in the course of operation of two or more types of aircrafts of Aeroflot OJSC on the air line.

At the same time, if the fare specified in the ticket exceeds the fare whereat the carriage has been actually performed, the passenger must be refunded in the amount that is equal to the difference between the fare specified in the ticket and the fare whereat the carriage has been actually performed.

4.7.6. Procedure for Settlement on Refusal from Carriage of Baggage Subject to Additional Fees.

In the event of a refusal from carriage of the baggage that is subject to an additional payment, the baggage fare for the unused portion of route must be refunded.

No fees for the refusal from the carriage of the baggage that is subject to an additional charge must apply.

5. Rules of Carriage of Baggage

5.1. Baggage. Free Baggage Allowance.

5.1.1. All the baggage that is carried by passengers, inclusive of the baggage in cabin, must be presented at the check-in for the flight, which is occasioned by the requirements of flight security. Baggage allowance depends on the direction of the flight and the service class.

The baggage of the passenger that is accepted for carriage by Aeroflot OJSC, is marked with a baggage tag, and is transported in the baggage compartment of the aircraft is called the checked baggage. Aeroflot OJSC recommends that a name tag be attached to each baggage piece with an indication of the last name (using Latin characters), the flight number, the date, and the phone number. Name tags can be acquired when purchasing the ticket or at the check-in desk at the airport.

The checked baggage must be delivered to the bearer of the baggage tag, which serves as a document issued by Aeroflot OJSC solely for the purposes of identification of the checked baggage.

Aeroflot OJSC or the service agent must mark the baggage of the following passengers with an additional special tags: business-class passengers, comfort-class passengers, Aeroflot Bonus Gold and Silver level participants, members of other loyalty programs of SkyTeam Elite and ElitePlus levels, transfer passengers according to their categories, VIP passengers, crew members, passengers with disabilities, unaccompanied minors, and others in accordance with the applicable variants of special tags.

From the moment of transfer of the checked baggage for carriage and until the moment of delivery thereof, the access of the passenger thereto is prohibited except for the purposes of identification or additional inspection to be implemented by the relevant services.

Aeroflot OJSC possesses the right to verify the weight of the baggage carried by a passenger at the airport of departure and / or at the airport of destination. If it has been determined that the passenger carries the baggage in excess of the baggage allowance or in excess of the quantity specified in the baggage receipt without the corresponding payment for such carriage, the passenger must pay the cost of the unpaid portion of the baggage.

5.1.2. The responsibility for the safety of the carry-on baggage (baggage in cabin) is borne by the passenger. The maximum allowable weight of the baggage in cabin constitutes 15 kg (1 piece) for business-class passengers and 10 kg (1 piece) for economy-class passengers. The sum of three dimensions of a single piece of carry-on baggage must not exceed 115 cm (maximum length of 55 cm; maximum width of 40 cm; and maximum height of 20 cm). For the purposes of measurement of the dimensions of the baggage, a special metering counter with the symbols of Aeroflot OJSC can be installed in the check-in area.

The passengers may also carry the following articles (passenger's personal effects) in excess of the baggage allowance and at no charge if they are borne by the passenger and are not transferred in hold:

a purse or a briefcase;
a folder for documents;
an umbrella;
a cane;
a bouquet of flowers;
outerwear;
print media to be read during the flight;
baby meals for children for the duration of the flight;
a cellular telephone;
a camera;
a video camera;
a personal computer;
a suit in a garment carrier;
a cradle (when transporting a child);
crutches, stretchers (if these items are necessary for the passenger).

A folding wheelchair (in an amount of not more than one and only for passengers with limited mobility) can be transferred to baggage compartment free of charge, i.e. in excess of the baggage allowance, by the passenger.

A children stroller (including the "cane") must be transported in the baggage compartment of the aircraft as checked baggage in excess of the baggage allowance. The passenger can use the stroller before boarding the aircraft. The stroller must be transferred into the baggage compartment directly before boarding. The ability to use a stroller at the airport before boarding and the receipt thereof directly at the aircraft upon arrival may be restricted by the airport security requirements.

Aeroflot OJSC bears no responsibility for the carry-on and the personal effects that are carried by the passenger in the cabin of the aircraft. In the event of a break in the flight specified in the traffic document, the passenger must take the carry-on baggage and personal effects that are placed in the aircraft with himself or herself when unloading.

5.1.3. Requirements for Content of Baggage / Carry-On Baggage.

At the airports situated on the territory of the Russian Federation, there are restrictions on the transport of liquids, gels, and aerosols in carry-on baggage of airline passengers. This limitation applies to: water and other drinks, soups, syrups; creams, lotions and oils; perfumes; sprays; gels inclusive of hair gels and shower gels; content of containers inclusive of shaving foam, other foams, and deodorants; pastes inclusive of toothpaste; mixtures of liquids and solids; mascaras; and any other similar substances. Passengers are allowed to carry the substances listed above on board of the aircraft but only when they are packaged inside containers with the volume of not more than 100 ml. In this case, these containers must be packed into a clear plastic bag with the volume of not more than 1 liter; and each passenger may have only one such bag as carry-on baggage. These packages must be fitted with a special zipper.

Only the following substances can be transported as carry-on baggage in the volumes that

exceed the indicated ones:

baby meals that are required by children for the duration of the flight;

medication required by the passenger for the duration of the flight (however, in this case, the passenger must be aware that it will be necessary to prove the necessity of such medication items and substances for the duration of the flight).

No items that do not comply with the above requirements must be accepted.

Drinks and perfume may be purchased at duty-free shops, which are located in airports, after passing the check-in, passport, and pre-flight inspection as well as on the board of the aircraft of Aeroflot OJSC. Any and all purchased liquids and gels must be packed and sealed in the Duty Free store or on board the aircraft, if required. The seal of the packing is valid for 24 hours.

Liquids purchased in duty free shops at the airport or on board the aircraft must be securely packed in a sealed plastic package that allows for identification of access to the contents of the bag for the duration of the flight and that contains reliable confirmation of the fact that the purchase was made at airport duty free shops or on board the aircraft on the day(s) of travel.

The following items can be carried in the personal effects of the passengers:

a medical thermometer (one per passenger);

a mercury blood-pressure gauge inside a standard case (one per passenger);

a mercury barometer or manometer packed into an airtight container and sealed by the stamp of the sender;

disposable lighters (one per passenger);

dry ice for cooling of perishable products (not more than 2 kg per passenger);

a 3-pct hydrogen peroxide solution (not more than 100 ml per passenger);

liquids, gels and aerosols that are classified as harmless: inside containers with the volumes of no more than 100 ml (or the equivalent in other volumetric measurements) that are packed in transparent plastic bags with the volumes of not more than 1 liter (one bag per passenger).

Carriage of the following dangerous substances and items on board the aircraft as checked baggage and personal effects of the passengers is prohibited:

magnetized materials;

explosive substances and weapons;

poisonous and toxic substances;

flammable liquids;

flammable solids;

radioactive materials;

compressed and liquefied gases;

oxidizing substances and organic peroxides;

toxic substances;

caustic and corrosive substances.

Carriage of the following items and substances by passengers on board the aircraft as checked baggage in the cargo and baggage compartments of the aircraft with an isolated access of the passengers to the baggage during the flight is permitted subject to compliance with the required conditions:

crossbows, underwater guns, swords, sabers, cutlasses, scimitars, yatagans, broadswords, bayonets, daggers, knives (hunting knives with flick blades, knives with locking locks), replicas of weapons of any kind;

household knives (scissors) with the length of the blade exceeding 60 mm;

alcoholic beverages with the alcohol content (by volume) of more than 24 pct but not more than 70 pct inside containers with capacity of not more than 5 liters that are intended for retail trade (maximum 5 liters per passenger);

liquids and alcoholic beverages with an alcohol content by volume not exceeding 24 pct;

aerosols that are intended for sporting or domestic use whereof the outflow valves of the cans are protected by caps from spontaneous emission of contents, inside containers with the volumes of not more than 0.5 kg or 500 ml (no more than 2 kg or liters per passenger);

Aeroflot OJSC possesses the right to decide on the imposition of additional measures to ensure safety and security on flights with an increased risk, thereby prohibiting the carriage of the following items in the cabin of the aircraft:

corkscrews;

hypodermic needles (unless a medical certificate has been provided that justifies the need for their use for the duration of the flight);

knitting needles;

scissors with a blade length of less than 60 mm;

folding (without a lock) travel and penknives with the blade length of less than 60 mm.

5.1.4. Combining of Baggage of Two or More Passengers.

If passengers travel together with a single purpose of the trip, to the same airport of destination or stop, and by the same flight (family members, persons who travel together or who depart on a business trip), the rules of summing (according to the number of seats) of baggage allowance for each passenger can be applied to these passengers upon their request (the current provision does not apply to the carriage of weapons and ammunition). When transporting to Cancun (the United Mexican States), the total of baggage allowance in terms of seats for the weight thereof (based on the allowed weight of 15 kg per baggage piece) can be used at the request of passengers instead of the sum of baggage allowance. In this case, the weight of a single baggage piece must not exceed 30 kg.

Combining only applies to baggage allowances. Baggage must be registered to each passenger individually.

The baggage of the passengers who travel as a group must be registered individually for each passenger with entering of information into the baggage receipt for each individual passenger. The ticket of one of the passengers of the group must contain a stamped record on the number of people in the group.

5.1.5. Checked Baggage Allowance.

Standard Conditions for Determining the Baggage Allowance

Service / Booking Class	Baggage Allowance
Business class, all groups of fares	2 pieces
Comfort class (Premium group of fares); Economic class (Premium group of fares)	2 pieces
Economic class, all the other groups of fares	1 piece

Aeroflot OJSC possesses the right to establish exceptions from the standard conditions of the definition of baggage allowance for the carriage for certain destinations with a provision of notification to the passenger at the time of booking of the carriage.

If the total weight of the passenger’s baggage (including the baggage in cabin) does not exceed 10 kg, the number of baggage pieces is not limited.

Extra baggage allowance (one piece) is provided to the participants of the “Aeroflot Bonus” program Gold and Silver levels as well as to the participants of other frequent flyer programs of the SkyTeam alliance. Such additional pieces are not indicated in the ticket and are provided upon presentation of the relevant registration card (extra piece is not provided for the carriage to Cancun (the United Mexican States)).

Children under 12 years of age are provided with the same baggage allowance as adult passengers.

The baggage allowance for children under 2 years of age (without provision of a separate

seat) constitutes 1 piece for the baggage with the weight of less than 10 kg and the sum of measurements not exceeding 115 cm regardless of the service class.

These baggage allowance norms apply to the carriage of baggage along the entire route if all the flights are performed on the flights of Aeroflot OJSC except for jointly operated flights with other carriers, where baggage allowance norms of the actual carrier can apply. If the carriage is implemented on flights of two or more carriers, including jointly operated flights with other carriers, the rules of the dominant carrier on the route will apply.

Checked baggage allowance is also listed on the official website of Aeroflot OJSC (www.aeroflot.ru).

Parameters of One Piece of Checked Baggage

When carried in business class	The weight must not exceed 32 kg, and the sum of three dimensions must not exceed 158 cm
When carried in comfort and economy classes	The weight must not exceed 23 kg, and the sum of three dimensions must not exceed 158 cm
Aeroflot OJSC possesses the right to establish other requirements for the dimensions and the weight of a single piece of checked baggage that is carried on certain destinations, with a provision of notification to the passenger at the time of booking of the carriage.	

5.2. Excess Baggage.

Carriage of all kinds of excess baggage must be implemented by a prior agreement with Aeroflot OJSC at the time of booking and purchasing of tickets. The weight of a single checked baggage piece must not exceed 50 kg.

The passengers must inform Aeroflot OJSC or an authorized agent in advance as regards the baggage whereof the weight and the number of pieces exceeds the set allowance and must obtain a confirmation of the possibility of carriage of such baggage. The passengers must pay for the carriage of the baggage in excess of the baggage allowance according to the fare established by Aeroflot OJSC that applies as of the date of the implementation of the carriage of such baggage.

Unless the above-mentioned conditions are complied with, no excess baggage carriage must be implemented.

If the number of baggage pieces exceeds the baggage allowance value; if the sum of three dimensions of any baggage piece exceeds 158 cm; or if the weight of any of the baggage pieces exceeds 32 kg (for business class carriage) and 23 kg (for economy class carriage), such excess baggage must be paid according to the fares established by Aeroflot OJSC.

Aeroflot OJSC has the right to prohibit the carriage of excess baggage on certain destinations by notifying the passenger thereon at the time of booking and registration of the carriage.

In the event of exceeding of the baggage allowance in several categories, the common fare will be the amount of the corresponding fares for the payment for excess baggage.

The fees for the carriage of excess baggage must apply to the entire route in each direction from the point of registration to the first stopping point for more than 24 hours (a stopover) or reversal. In the course of the carriage of the baggage from / to any destination in the U.S.A., the fares for excess baggage must apply to the entire route in each direction from the point of registration to the point of reversal regardless of a stopover.

If the carriage is implemented with the use of separate tickets for each leg of a single route, the conditions of such baggage allowance must comply with the standards for each leg of the route specified in the tickets. Payment for excess baggage must be charged in this case for every single leg of the route in accordance with the prescribed rates.

The fares apply to the carriage of baggage along the entire route if all the flights are performed on the flights of Aeroflot OJSC except for joint flights with other carriers, where fares of the actual carrier can apply. If the carriage is implemented on flights of two or more carriers, including jointly operated flights with other carriers, the fares of the dominant carrier on the route will apply.

5.3. Carriage of Special Categories of Baggage.

Carriage of all kinds of non-standard baggage must be implemented by a prior agreement with Aeroflot OJSC at the time of booking and purchasing of tickets.

The carriage of non-standard baggage (heavy, oversized baggage, baggage that requires carriage in the cabin of the aircraft) as well as the carriage of baggage with a declared value must be implemented according to the prior agreement with Aeroflot OJSC and must be registered during the booking or purchase of a ticket. Order of service must be implemented not later than 36 hours before the departure time as shown in the schedule.

5.3.1. Terms of Transport of Special (Non-Standard) Baggage

Name of special (non-standard) baggage	Transport conditions
Skiing equipment (one from the following): - one baggage piece (bag) with 1 pair of skis and one pair of sticks + one baggage piece with 1 pair of shoes; - one baggage piece (bag) with 1 snowboard and one pair of sticks + one baggage piece with 1 pair of shoes; - one baggage piece (bag) with 1 pair of waterski or A transport-ready bicycle must have proper packaging that ensures its safety in the course of the carriage (a box, a cover) or Golf equipment packed into a single container (bag) or Hockey equipment that consists of one baggage piece (bag) with equipment and one baggage piece (bag) with 2 sticks or Fishing equipment packed into a single container (bag): - 2 fishing rods, 1 set of fishing gear	This counts as one piece and is included in the baggage allowance. A corresponding baggage allowance payment fare for excess baggage in terms of quantity will apply if the sum of passenger's baggage pieces exceeds the value specified in the ticket. Also, additional payment will be required if the weight of the equipment exceeds the weight values specified for a single baggage piece.
Other sporting equipment	This counts as one piece and is included in the baggage allowance. A corresponding baggage fare for excess baggage in terms of quantity will apply if the sum of passenger's baggage pieces exceeds the value specified in the ticket and the total weight of the

	passenger's baggage, including the baggage in cabin, exceeds 10 kg. Also, additional payment will be required if the dimensions or the weight of the equipment exceeds the dimensions or the weight values specified for a single baggage coli.
PETC (pet in cabin)	Not included in the baggage allowance. Additional payment will be calculated at the fare of the second baggage piece regardless of the total number of passenger's baggage colis (inclusive of animals) of the service class.
AVIH (animal in hold)	Not included in the baggage allowance. Additional payment will be calculated at the fare of the second baggage piece regardless of the total number of passenger's baggage pieces (inclusive of animals) of the service class. Also, additional payment will be required if the dimensions or the weight of the animal with a cage exceeds the values established for a single baggage piece.
Weapons and ammunition, which consists of a single baggage piece with a single weapon (or a single specifically designed container with several weapons for the transport of weapons which belongs to one passenger) and one baggage piece with ammunition	If the weight of weapons and ammunition plus the weight of any other passenger baggage piece does not exceed the established the value specified in para. 5.1.5. of the Carriage Rules (by weight equivalent), then the weapons and the ammunition will not be regarded as a separate baggage piece, and no additional fee must be paid. The gross weight of ammunition must not exceed 5 kg. Transportation of weapons and ammunition on board of the aircraft must be implemented separately from the rest of the baggage in the manner specified by the applicable legislation of the Russian Federation
Wheelchairs, children strollers, guide dogs	Free if used by the passenger

5.3.2. Animals Carried in the Cabin or the Baggage Compartment of the Aircraft.

Dogs, cats, birds (hereinafter referred to as pets (birds)) must be accepted for carriage only when accompanied by adult passengers and subject to the prior consent of Aeroflot OJSC. For the purposes of carriage of pets (birds), the passenger must provide the necessary documents that are stipulated by the applicable legislation of the Russian Federation, international treaties, and laws of the country whereto, wherefrom, or through the territory of which such carriage is implemented.

Pets (birds) must be placed into a container (cage) that provides the necessary facilities for the duration of the carriage, provides access of air, and is equipped with a reliable locking device.

The bottom of the container (cage) must be dense, waterproof, and covered with an absorbent material. The container (cage) must exclude spillage of the absorbent material. Bird cages must be covered with a thick black cloth.

The carriage in each aircraft cabin of no more than two non-antagonistic animals and no more than 4 animals per flight is permitted. If antagonistic animals are accepted to be transported in the cabin, they must be placed in the different cabins of the aircraft.

The weight of pets (birds), the weight of the container (cage) and the food intended for feeding the pets (birds) is not included in the baggage allowance, must be paid by the passenger in accordance with the fare established by Aeroflot OJSC, and must not exceed 8 kg. The overall sum of three dimensions of the container (cage) for the purposes of carrying of pets (birds) in the cabin must not exceed 115 cm (maximum length of 55 cm; maximum width of 40 cm; and maximum height of 20 cm). Passengers with pets must not be placed in the area of emergency exits, near the kitchens and the toilets.

Carriage of pets (birds) in the baggage compartment of the aircraft must be implemented inside a container with maximum dimensions of 80x60x60 cm and with maximum weight of 50 kg.

The passengers must be allowed for the carriage subject to the availability of the properly issued ticket.

The following are not permitted for air carriage as baggage: animals and birds (except pets (birds) and service dogs), insects, fish seed, reptiles, rodents, experimental and sick animals whereof air carriage as baggage is prohibited by the provisions of the applicable legislation of the Russian Federation, international treaties of the Russian Federation, and the laws of the country whereto, wherefrom, or through the territory of which such carriage is implemented.

The passengers who travel accompanied by a service dog must be provided seats at the end of the aircraft (with the except of the seats near the emergency exits).

The acceptance of pets (birds) must be implemented subject to the condition that the passenger assumes full responsibility for them and subject to the placement of the order for the service not later than 36 hours before the departure time as specified in the schedule. Aeroflot OJSC is not responsible for personal injury, loss, delay in delivery, disease or death of such animals and birds as well as for the failure in their import or transport through any country or territory.

A number of countries have special rules regarding import of pets. Passengers may become acquainted with the necessary information on the rules of import of pets to the country of the point of destination in advance on the website of the Federal Service for Veterinary and Phytosanitary Surveillance or by contacting the specialists of the Information and Booking Center of Aeroflot OJSC:

in the City of Moscow (a 24/7 phone line): (495) 223-5555;

in the Russian Federation (a toll-free phone number): 8-800-444-55-55.

5.3.3. Baggage Carried in a Passenger Seat.

The baggage that requires special conditions of carriage (e.g., valuable, brittle, fragile, breakable objects) can be accepted for carriage in the cabin of the aircraft if:

the passenger has agreed such service in advance with Aeroflot OJSC;

the baggage has passed a special inspection for aviation security.

If such baggage has large dimensions, the passenger must pay for an additional seat using the passenger fare (no payment for carriage of excess baggage will be charged in this case). The weight of such baggage must not exceed 80 kg, and its dimensions must not exceed the dimensions of a passenger seat.

Such baggage must be placed in a chair by the window and fixed with a security belt.

The baggage that requires special conditions of carriage and that is transported in the cabin must not be checked. Responsibility for its integrity and preservation is borne by the passenger.

The baggage carried in the cabin must be packed in such a way as to prevent damage of the

equipment of the aircraft for the duration of the carriage of such baggage.

Delivery of the baggage that is to be carried in the cabin of an aircraft to the aircraft, its lifting, placement in the aircraft cabin, removal from the aircraft cabin, and transportation from the aircraft must be implemented by the passenger who carries such baggage.

5.3.4. Musical Instruments.

Carriage of musical instruments can be implemented either in the baggage compartment or in the cabin of the aircraft. If the musical instruments are carried in the cabin, the rules for the carriage of baggage carried in a passenger seat will apply.

5.3.5. Carriage of Wheelchairs or other Electrically Actuated Aids.

Carriage of wheelchairs with dry-charged batteries must be implemented in the baggage compartment provided that the battery is disconnected, the battery terminals are insulated in order to prevent accidental short-circuiting, and the battery is securely attached to the wheelchair. Wheelchairs with helium-type batteries can be transported without disconnecting the battery provided that the battery terminals are insulated.

Carriage of wheelchairs with liquid-electrolyte batteries in the baggage compartment must be implemented if the battery is disconnected, the battery terminals are insulated, the battery packaged into a container with an absorbent material and is appropriately marked.

5.3.6. Fragile Baggage and Baggage in Respect Whereof the Company Claims a Limit of Liability.

This category contains the fragile baggage, the baggage packed using the methods that do not ensure its integrity and preservation as well as the baggage whereof the packaging is damaged. This category of the baggage must be accepted for carriage provided that Aeroflot OJSC is not responsible for the integrity of the contents or the packaging of such baggage.

5.3.7. Oversized and Heavy Baggage.

In certain cases, baggage that weighs from 32 to 50 kg and that has the sum of three dimensions of up to 203 cm may be accepted for carriage. The carriage of heavy baggage (with the weight of one piece ranging from 32 kg to 50 kg) and oversized baggage (the sum of three dimensions of one piece exceeds 203 cm) is carried out only with a prior consultation with Aeroflot OJSC and must be paid for in accordance with the payment rates for excess baggage.

In the absence of a preliminary approval of the carriage, Aeroflot OJSC possesses the right to refuse a passenger the carriage of oversized and heavy-weight baggage.

5.3.8. Rules of Carriage of Weapons.

In the course of implementation of international flights, the weapons owned by passengers must be accepted for carriage in accordance with international standards and requirements of the applicable legislation of the country of departure and the country of destination.

For the purposes of booking and registration of departure by the flights of Aeroflot OJSC, the passenger must inform the latter of his or her intention to carry weapons as baggage.

The passenger who carries weapons must come to the check-in no later than half an hour before the departure time.

In the event of carriage of weapons on the territory of the Russian Federation, the passenger must possess a permit for the right to keep and bear arms.

When importing / exporting weapons to / from the territory of the Russian Federation and transfer thereof through the territory of the Russian Federation, the passenger must possess a permit to import / export said weapons, which must be issued by the competent authority of the Ministry of Internal Affairs of the Russian Federation.

In accordance with the applicable provisions of the Federal Law No. 150-FZ dated December 13, 1996 “On Weapons,” foreign nationals may import sporting and hunting weapons into the Russian Federation when invited by a legal person that is licensed to provide services in the field of hunting, a hunting contract with the specified legal entity, or an invitation to participate in

sporting events and the corresponding permission of the Ministry of Internal Affairs of the Russian Federation.

The weapons must be mandatorily transferred for temporary storage for the duration of the flight in the airport of departure and must be delivered to the owners at the airport of destination.

Carriage of imitators of weapons (pistols, revolvers, rifles, carbines, machine guns, electro-shock devices etc.) in the aircraft cabin is prohibited.

Carriage of imitators of weapons is allowed only in the checked baggage.

Weapons must be accepted for carriage only in a discharged state the packaging of the passenger (covers, holsters, special containers, cases etc.), that comply with the requirements of safety and security of weapons. At the same time, the weapons and the ammunition must be packed separately.

The weight of the carried ammunition must not exceed 5 kg per passenger.

Pneumatic devices with the muzzle energy exceeding 3 J are classified as civilian arms and must be carried according to the procedure prescribed for other weapons. For the purposes of carriage of pneumatic guns with the muzzle energy exceeding 7.5 J and with the caliber exceeding 4.5 mm, the passengers must have a permit to keep and bear arms.

Electroshock devices and spark gaps manufactured in the Russian Federation are classified as civilian arms and must be carried according to the procedure prescribed for other weapons. In the event of carriage of electroshock devices, the passenger must have a document with the specifications in order for the employees of the Ministry of Internal Affairs of the Russian Federation to verify the compliance of the unit output parameters with the parameters established by the applicable state standards of the Russian Federation. The turnover of electroshock devices manufactured outside the Russian Federation is prohibited; respectively, their carriage is prohibited as well.

Weapons of the passengers who have the right to keep and bear them and - where necessary - to import them to (export them from) the Russian Federation must be compulsorily transferred for temporary storage for the duration of the flight at the airport of departure and delivered to owners at the end of the flight at the airport of arrival. The transferred weapons must be carried as checked baggage.

Carriage of cartridges for gas weapons and cans with tear gas is forbidden.

Officers of the Federal Security Service of the Russian Federation, the State Courier Service of the Russian Federation who are in the course of fulfillment of their duties, as well as the personnel of the military and other state military organizations with corresponding travel orders who accompany escorted persons must not submit their weapons for temporary storage during the flight in temporary storage, such weapons being transported free of charge.

Personnel of the military and of state military organizations who are in the process of performance of their duties but who do not have travel orders and / or accompany escorted persons must transfer their weapons for temporary storage for the duration of the flight at the airport of departure, these weapons also being transported free of charge.

5.4. Dispensing Baggage.

The passengers must receive the checked baggage immediately after it is provided for delivery on the basis of the baggage receipt and an identification tag portion of the numbered baggage tag.

The checked baggage must be delivered to the passenger who has provided an identification tag portion of the baggage tag for each baggage piece or to other persons who have a notarized power of attorney from the passenger and who have provided an identification tag portion of the baggage tag for each baggage piece.

If a person who claims to possess the right to receive the baggage cannot provide a boarding pass and an identification tag portion of the baggage tag, Aeroflot OJSC may issue such baggage to

such person only subject to the condition of proving of his or her rights in respect to such baggage.

The baggage must be delivered at the airport whereto such baggage was accepted for carriage. However, at the request of the passenger, the baggage may also be claimed at the point of departure of the passenger prior to its carriage or transfer unless baggage claim in these points is prohibited by the established rules and if the time and the circumstances allow for implementation of such delivery.

In the event of change of the information on delivery of the baggage, such changes must be promptly communicated to the passengers.

The baggage of business-class passengers, comfort-class passengers and participant of Elite and ElitePlus levels must be delivered to the arrival hall and shall be claimed in the first place.

In the event of difficulty in claiming the baggage, the passenger may ask for assistance of employees of Aeroflot OJSC or the servicing organization at the airport.

5.5. Search for Owner of the Baggage. Search for Checked Baggage.

5.5.1. Search for Owner of the Baggage.

The baggage of the passenger at the airport of destination shall be stored for free for 2 days, including the day of arrival of the aircraft which has delivered the checked baggage. Further storage of the baggage must be provided for by Aeroflot OJSC or the servicing organization.

The charges for the storage of baggage in excess of the free storage period must be reimbursed by the passenger who owns such baggage in accordance with the applicable provisions of the civil legislation of the Russian Federation, for the fare set by Aeroflot OJSC or by the servicing organization.

The baggage that is not delivered to the airport of destination in time in accordance with the traffic document of the passenger through the fault of Aeroflot OJSC shall be stored at the expense of Aeroflot OJSC.

The baggage of the passenger that does not have a baggage tag and whereof the owner has not been identified must be considered undocumented baggage.

Passenger’s baggage from the moment of delivery to the destination airport, including the baggage that has not been received for 6 months must be considered unclaimed and must be destroyed or sold by Aeroflot OJSC in accordance with the applicable provisions of the legislation of the Russian Federation.

Aeroflot OJSC or its authorized agent must take the measures that are necessary in order to find the passenger who owns the baggage within the prescribed storage period before the sale of the baggage as unclaimed.

If the search for the owner of the checked baggage has yielded a positive result, Aeroflot OJSC or its agent must send a written notice on the necessity of receipt of the baggage and the order of receipt or delivery of such baggage to the owner of the checked baggage.

Checked baggage shall be stored for 6 months from the date of the dispatch of a notification on the necessity to receive the baggage to the owner of the checked baggage or - if the owner of the checked baggage has not been found - from the date of arrival of the aircraft at the airport. In the event of non-receipt of the checked baggage by the passenger, the baggage may, after the expiration of the specified term, be sold or destroyed according to the procedure prescribed by the applicable regulations of the Russian Federation.

The carry-on baggage that is left behind or forgotten by the passenger on board of the aircraft must be stored at the airport of location for 6 months from the date of arrival of the aircraft at the airport.

After six months from the date of arrival of the aircraft at the airport, the carry-on baggage may be sold or destroyed according to the procedure prescribed by the applicable regulations of the Russian Federation.

Perishable products that are placed in unclaimed or undocumented baggage must be destroyed in the event of spoilage. Impossibility of their further storage in the baggage must be registered via a statement that confirms the fact of damage.

The bearer of the baggage receipt possesses the right to obtain the money raised from the sale of unclaimed items, with the costs borne by Aeroflot OJSC being retained, from Aeroflot OJSC or the authorized agent for the duration of 6 months from the date of delivery of the corresponding receipt.

5.5.2. Search for Checked Baggage.

If Aeroflot OJSC has not issued the checked baggage to a passenger at the airport whereto it must be delivered according to the provisions of the contract for air carriage of passengers and baggage, Aeroflot OJSC must provide for the implementation of the steps necessary in order to find the checked baggage upon a written request of the passenger, which must be issued on the basis of the traffic document.

Aeroflot OJSC provides for the search of the baggage immediately upon presentation of the application on non-receipt of the baggage by the passenger.

If Aeroflot OJSC has not issued the checked baggage that is subjected to customs clearance at the airport whereto the baggage must be delivered according to the provisions of the passenger air carriage contract to the passenger, Aeroflot OJSC is obliged to inform the passenger about the actions to be implemented by the passenger in accordance with the applicable provisions of the customs legislation of the Russian Federation or the laws of the country whereto the baggage must be delivered so that the baggage can be delivered to the specified address of the passenger.

If the checked baggage has not been discovered within 21 days of the date of submission of an application for non-receipt of baggage, the passenger may claim compensation for the harm caused by the loss of checked baggage.

If the checked baggage is discovered, Aeroflot OJSC must provide for notification of the owner of such checked baggage and must deliver it to the airport (point) indicated by the passenger or to the address specified in the passenger’s request at no additional charge.

5.5.3. Mishandled and Undocumented Baggage.

In the event of arrival of checked baggage at the airport that is different from the airport(s) (point(s)) specified on the number baggage tag as the airport (point) of destination according to the air carriage contract for passengers and baggage (hereinafter referred to as the mishandled baggage) or in the event of arrival of checked baggage without the numbered baggage tag and has not been claimed by the passenger (hereinafter referred to as the undocumented baggage) at an airport, Aeroflot OJSC provides for tracing the owner of such baggage and for the storage of such baggage for the entire period of tracing of the owner of the baggage.

If there are requests for baggage, Aeroflot OJSC must provide for delivery of the baggage pursuant to the provisions of the request for the baggage.

If undocumented baggage arrives at the airport, Aeroflot OJSC must provide for conclusion of a corresponding statement. Undocumented baggage must be weighed and opened, whereupon its contents must be described and sealed. The opening of the baggage must be implemented by a committee established by Aeroflot OJSC or a servicing organization.

If an undocumented baggage matches a request for baggage, such baggage must be delivered in accordance with the corresponding request.

6. Passenger Service

6.1. Passenger Check-In and Aircraft Boarding.

6.1.1. Passenger Check-In.

The passengers must arrive at the check-in station for passengers and baggage in advance (i.e. before the end of the check-in time) for the purposes of following the established procedures for checking-in of passengers and baggage, payment for excess and (or) other payable baggage, passage of inspection etc. (hereinafter referred to as the preflight formalities) and for the purposes of fulfillment of the requirements related to border, customs, sanitary, quarantine, veterinary, and phytosanitary control provided for by the applicable legislation of the Russian Federation or the legislation of the country wherefrom the carriage is implemented; and must arrive at the place of embarkation for boarding of the aircraft.

Check-in of passengers and baggage on flights at the airport opens 2 hours before the departure time and closes 40 minutes before the departure time of the aircraft according to the schedule unless otherwise provided for in respect of individual flight directions of Aeroflot OJSC.

Depending on the technical equipment of specific airports, the check-in closing time may vary. Information about the cities and the closing times of registration under the “Aeroflot-Shuttle” program is posted on the website of Aeroflot OJSC.

Check-in of passengers and baggage must be implemented on the basis of the ticket and the identification document of the passenger that was used to issue the ticket as well as other documents that are provided for by the applicable legislation of the Russian Federation, if necessary.

For the purposes of international carriage, the passenger must have a duly issued exit, entry, and other documents that are required in accordance with the provisions of applicable legislation of the country whereto, wherefrom, or through the territory of which the carriage will be implemented.

At the time of check-in, the passenger must be issued a boarding pass that indicates the initials and the surname of the passenger, the date of departure, the time of ending of the embarkation, the gate number, and the seat number on board the aircraft. If necessary, the boarding pass may indicate other information.

At the time of check-in of passengers and baggage, the passenger must present all the baggage that is intended for carriage to be weighed, except for the items mentioned in para. 5.1.2 of the present Rules (personal belongings of passengers).

Aeroflot OJSC or the servicing organization must indicate the number of pieces and the gross weight (hereinafter referred to as the weight) of the baggage in the baggage receipt except for the items mentioned in para. 5.1.2 of these Rules and / or must post the information about acceptance of the baggage for carriage, the number of pieces and the weight of the baggage except for the items mentioned in para. 5.1.2 of these Rules in the electronic form in the automated system of check-in of passengers and baggage.

In the course of check-in of the baggage, the passenger must be given a part (an identification tag portion) of a numbered baggage tag while the other part must be attached to each baggage piece that has been accepted for carriage under the responsibility of Aeroflot OJSC for the safety of the baggage from the moment of provision thereof by the passenger and until the moment of delivery thereof to the passenger (checked baggage).

After check-in of the passenger and the baggage, the responsibility of provision of safety of the checked baggage are vested in Aeroflot OJSC.

A payment must be collected for the carriage of the baggage in excess of the baggage allowance as well as other baggage for the fare set by Aeroflot OJSC. Payment for the carriage of such baggage must be registered via a receipt issued for the payment of excess baggage or via an MCO.

Passengers who are late for check-in of passengers and baggage may be denied carriage on the corresponding flight.

Aeroflot OJSC is not liable for any losses incurred by the passenger in connection with the late arrival of the passenger for check-in.

Online Check-In.

Online check-in requires a separate check-in of the passengers (without the participation of employees of Aeroflot OJSC) via the website of Aeroflot OJSC.

Online check-in is available for the following categories of passengers:

the passengers that depart on the flights of Aeroflot OJSC only, except for the operation under the terms of a code-sharing contract, that depart from Moscow (Sheremetyevo Airport) or from the cities in the list on the website of Aeroflot OJSC in the Online Registration section (with the exception of flights to the U.S.A. and India);

passengers who travel with no children under 2 years of age;

passengers who travel with no pets;

passengers who do not require additional services, such as accompaniment of limited-mobility persons, accompaniment of children without parents etc.

Boarding passes must be independently printed by the passenger using A4 paper size.

Online check-in begins 24 hours and closes 45 minutes before the departure time; if later (until the end of the check-in), the passenger may apply to the regular check-in desk of Aeroflot OJSC.

Mobile Check-In.

The service of mobile check-in provides for a possibility of self-service check-in of the passenger from mobile device on the mobile website of Aeroflot OJSC and in the applications on iOS (iPhone) and Android platforms.

Mobile check-in is available for all the passengers, except for the following categories:

the passengers who leave for the U.S.A. and India;

the passengers who travel with children under 2 years of age;

the passengers who require additional services, such as accompaniment of limited-mobility persons, accompaniment of children without parents etc.; the passengers who travel with pets.

After the check-in, the passenger must receive a boarding pass in the form of 2D barcode to his or her cellular phone.

Mobile check-in begins 24 hours and closes 45 minutes before the departure time; if later (until the end of the check-in), the passenger can apply to the regular check-in desk of Aeroflot OJSC.

Check-In in the Self-Service Check-In Kiosk.

Check-in must be implemented by the passenger independenty in self-registration kiosk at the airport on the basis of booking data. According to the results of the check-in, the passenger must receive a boarding pass. Check-in in the self-service check-in kiosk begins 24 hours and closes 45 minutes before the departure time; if later (until the end of the check-in), the passenger can apply to the regular check-in desk of Aeroflot OJSC.

Passengers who have checked in using self-service check-in kiosks or mobile check-in or online check-in options can drop off their baggage at the airport no later than 45 minutes before departure time at special reception DROP OFF desks (if available) or using the regular flight check-in desk no later than at the end of check-in for flight.

6.1.2. Aircraft Boarding.

The passenger must arrive at the departure gate to embark the aircraft no later than at the end of the boarding on the flight specified in the boarding pass. Boarding the aircraft by passengers must be implemented subject to the presentation of a boarding pass for the relevant flight by the passengers.

The registered passengers must provide their documents that are required for the travel into the country of destination and transfer (or transit) for the purposes of verification.

The passengers who need assistance during the boarding (ill passengers, reduced-mobility

passengers, unaccompanied minors) as well as the persons who require special control (deported persons, personas non grata in the country etc.) are invited for boarding before the embarkation of other passengers.

During the embarkation of passengers, the baggage “into the cabin” and the carry-on baggage whereof the dimensions are suspicious can be further inspected (carry-on baggage can be checked with the help of a special meter counter) by an employee of Aeroflot OJSC or a servicing agent. In the event of exceeding by the passenger of carriage norms for the established baggage “in cabin” and carry-on baggage, the employee of Aeroflot OJSC or the servicing agent must register such baggage and carry-on baggage according to the prescribed procedure and must transfer it to the baggage compartment.

Passengers who are late for boarding the aircraft may be denied carriage on the corresponding flight. The baggage of the checked-in passenger who has not appeared for the boarding the aircraft must be removed from the aircraft and subjected to a mandatory inspection.

6.2. Preflight Inspection.

Before boarding the aircraft, the passengers and their personal effects must be subjected to preflight inspection.

Preliminary inspection of passengers and carry-on baggage is implemented in order to protect the life and health of passengers, aircraft crew members and aviation personnel, to prevent possible attempts to capture (hijack) the aircraft and to perform other acts of unlawful interference with the operation of civil aviation as well as to prevent smuggling of weapons, ammunition, explosive, toxic, flammable, and other dangerous substances and items that are prohibited for carriage by air transport under the terms of aviation safety.

The main objective of the pre-flight inspection is a timely detection, prevention, and suppression of attempts of persons carrying weapons, ammunition, explosives, flammable, toxic, radioactive, or other dangerous items and substances, which can be used to harm the health of passengers and crew of the aircraft, create a threat to the aircraft flight safety or can cause other emergency (aviation) accidents, onto the aircraft; and prevention of smuggling of goods and substances prohibited for air transportation under the terms of aviation safety and other items or substances that are banned from, or restricted in, free turnover in the territory of the Russian Federation.

Carriage of the baggage of the passengers who have passed inspection but have not arrived to board the flight or who have been grounded is strictly prohibited.

Preflight inspection must be implemented for all domestic and international flights of Aeroflot OJSC. Preflight inspection must be implemented after the check-in, the sanitary quarantine, the veterinary, the phytosanitary control; and, in the course of international flights, after the implementation of border, customs, immigration, and other types of controls in addition to the above.

Inspection must be implemented in special rooms (inspection points) which are equipped with stationary screening equipment, video surveillance, and video recording equipment as well as in the rooms (booths) for personal (individual) inspection.

Preflight inspection of passengers must be implemented with the use of technical and special means and / or with the use of the manual (contact) method.

During the preflight inspection, personal (individual) inspection of passengers may also be conducted.

Inspection of the personal effects of the passengers that is associated with opening thereof must be made only in the presence of the passenger.

Oversized items, as well as personal effects of the passenger whereof the internal contents cannot be determined with the use of an introscope must be inspected manually (by a contact

method).

Transfer passengers must be inspected on a common basis.

The preflight inspection procedure may vary at different airports of the flight network of Aeroflot OJSC in connection with peculiarities of the applicable legislation of the countries from the airports whereof the flights are implemented. The passengers must comply with the requirements of the airport authorities of the country from the airports of which Aeroflot OJSC operates its flights.

Upon detection of undeclared dangerous substances and items in the possession of the passenger or in the personal effect of the latter, such substances and items must be seized according to the prescribed procedure, and a corresponding withdrawal certificate must be issued. One copy of an withdrawal certificate must be issued to the passenger.

At the same time, an additional inspection of the passengers and the personal effects - and, if necessary, of the baggage - must be implemented manually.

In case of detection of suspicious behavior by observing a passenger whose actions speak to his or her criminal intent or pose suspicion as regards availability of weapons, ammunition, dangerous objects, or substances prohibited for air transportation in possession of such passenger, specialists of the special purpose department (SPD) and a police officer must be summoned.

In the event of an extraordinary situation that has resulted in a mixture of the passengers who have and who have not passed the inspection, a repeated inspection of departing passengers must be implemented.

6.3. Service at the Airport.

6.3.1. Services Provided at the Airport.

Aeroflot OJSC (the serving agent) provides the passengers at the airport with visual and acoustic information about the following:

the time of departure and the time of arrival of the aircraft;

the place, the time of commencement and the time of ending of check-in for the flight specified in the ticket;

the place, the time of commencement and the time of ending of boarding the aircraft;

the delays or the cancelation of the flight and the reasons for such delay or cancelation;

the method of travel to the nearest town, between the airport terminals, between the airports;

the rules and procedures of the implementation of preflight and postflight inspections of the passengers and the baggage;

the common rules for implementation by the passengers of the requirements related to border, customs, sanitary and quarantine, veterinary, quarantine phytosanitary control provided for by the applicable legislation of the Russian Federation;

the location of rooms for mothers with children.

At the airport, Aeroflot OJSC (serving agent) must provide for the following:

check-in of passengers and baggage for carriage;

delivery of the passengers to the aircraft parking spot and organization of their boarding onto the aircraft;

delivery of the baggage to the parking spot of the aircraft; boarding, stowage, and fastening of the baggage on board of the aircraft;

provision of exit of the passengers from the aircraft; delivery of the passengers to the terminal building;

unloading of the baggage from the aircraft; transporting and issuance of the baggage to the passengers.

No additional payment must be charged for provision of the above services.

6.3.2. Enhanced Comfort Services.

Upon the request of the passenger, the service class upgrade service can be provided during the check-in stage to the passengers of comfort class and economy class of the Premium fares group who travel on regular flights of Aeroflot OJSC. No service class upgrade for passengers of Aeroflot OJSC is allowed on jointly operated flights under code-sharing agreements whereunder Aeroflot OJSC acts as a marketing partner (unless otherwise provided by the code-sharing agreement between Aeroflot OJSC and the actual carrier).

No pass to the lounge will be issued, and no business-class baggage carriage rules will apply, to the passengers who have paid for an upgrade to business class on the stage of a flight check-in, nor to the passengers who have been upgraded to business class due to the lack of seats in the economy class.

The economy-class passengers on flights with the duration of more than 3 hours may be provided with an opportunity to use the Space+ service. This service is provided on a paid basis; the registration and the payment for this service is performed at the airport of departure. This service must be provided free of charge to the passengers who own Gold cards of the “Aeroflot Bonus” program and to the participants of other Elite Plus level bonus programs of the SkyTeam alliance and to the passengers who have completely paid for the purchased ticket on main route according to the rates of comfort class.

Providing of Space+ seats that are located in the emergency exit row has limitations for certain categories of passengers that are set with due consideration of the requirements for the security of the flight.

If the paid Space+ service has not been provided on board the aircraft, the refund of the amount must be effected when the passenger applies to the Airline sales office upon the presentation of the MCO that contains the mark of a dispatcher on the registration or of a flight attendant.

Business-class and comfort-class passengers and participants of the “Aeroflot Bonus” program Gold and Silver levels may be provided with a service of an expedited passport control when traveling on international flights.

Lounge at the Airport.

The services of the lounge can be provided to business-class passengers, participants of the “Aeroflot Bonus” program Gold Level as well as to the participants of other ElitePlus bonus programs of the SkyTeam alliance while waiting for boarding the aircraft. No additional fee will be charged for using the lounge.

In the course of implementation of flights in the Russian Federation, the lounge services must be provided to the passengers who participate in the “Aeroflot Bonus” Gold Level program. Participants of other ElitePlus-level bonus programs of the SkyTeam alliance must be provided with the lounge services regardless of the service class if one of the flight segments is an international flight.

Participants of the “Aeroflot Bonus” Gold Level program and participants of other ElitePlus-level bonus programs of the SkyTeam alliance have the right to invite one guest into the lounge. This service is rendered only subject to provision of a membership card of the bonus program.

A ticket invitation for the visit of the lounge is issued at the time of check-in of the passenger for the flight. In the event of self-service check-in (online check-in, mobile check-in, check-in with the use of a self-service check-in kiosk), the passenger must receive his or her ticket invitation to visit the lounge with a boarding pass.

The time of availability of the lounge for the passengers of Aeroflot OJSC is limited: no more than four hours before the flight departure time. In the course of implementation of the transfer, the passengers can spend time in the lounge prior to boarding the aircraft.

No must be provided with an access to the lounge who do not have the right to stay there.

6.4. In-Flight Service.

Aeroflot OJSC must provide the passengers on board the aircraft with a range of services depending on the type and equipment of the aircraft, the duration of the flight, the time of day during which the flight is implemented, and depending on the service class. In order to obtain a complex of services specified by the company or ordered separately, the passenger must take the seat specified in the boarding pass.

Aeroflot OJSC provides for the following on board the aircraft:

provision of information to the passengers on the flight conditions and general rules of behavior of passengers on board the aircraft, on locations of main and emergency exits, and on the conditions of leaving the aircraft in emergency situations as well as on locations of personal protective equipment and inflatable escape chutes in the cabin;

provision of cold and / or hot drinks and food;

provision of first aid.

Hot meals must be served to passengers mandatorily for the flights with the duration of over three hours and every four hours thereafter during the daytime and every six hours thereafter during the nighttime.

No additional payment must be charged for provision of the above services.

A bassinet must be provided for children under 1 year of age in the aircrafts equipped with children's stationary bassinets. A cushion and a disposable linen set must also be provided in addition to the bassinet.

Passengers must be provided with food and beverages in accordance with the service class, the flight duration, and the time of day.

Alcoholic beverages may be provided to passengers (regardless of their nationality) only upon reaching the age prescribed by the applicable legislation of the Russian Federation. In the event of a doubt in the person reaching the required age, the flight attendant possesses the right to request the passenger to provide an identification document that allows for determining the age of such passenger.

Passengers may be provided with special meals upon preliminary request. Order of special meals must be implemented at least 36 hours before the departure time as shown in the schedule. Provision of special meals can be limited by the capacities of the airport.

Detailed information about the kinds and the possibility of provision of special meals, order thereof, and limitations in the provision thereof can be found on the website of Aeroflot OJSC or at the Information and Booking Center.

No additional fee for the order and provision of special meals must be charged.

6.5. The services provided at the break in the carriage.

In the event of adoption of a decision on a delay of the departure more than 4 hours before the scheduled departure time of the aircraft, Aeroflot OJSC must provide preliminary information to the passengers. In the event of adoption of a decision on a delay of the departure less than 4 hours before the scheduled departure time of the aircraft, no preliminary provision of information to the passengers will be implemented.

If a break in the provision of carriage occurs through the fault of Aeroflot OJSC and in the event of a flight delay, a flight cancellation due to adverse weather conditions, technical, and other reasons, and change of the route, Aeroflot OJSC must arrange the following services for the passengers at the points of departure and at intermediate points:

provision of a room for mothers with children to the passengers with a child under the age of 7 years old;

two phone calls or two e-mails while waiting for departure for more than 2 hours;

provision of refreshments if the flight is delayed for more than 2 hours;

provision of hot meals in the event of delay of the flight for more than 4 hours and every 6 hours thereafter (during the day) and every 8 hours thereafter (at night);

hotel accommodation if waiting for the departure for more than 8 hours (during the day) and more than 6 hours (at night);

transportation from the airport to the hotel and back where the hotel is provided at no additional charge;

organization of baggage storage.

The services specified in this paragraph must be provided to passengers at no additional charge.

Meals (breakfast, lunch, dinner) must be provided to the passengers depending on the time of day.

In the points of transit or transfer, the passengers must be provided with these services subject to the availability of a confirmed booking for the next leg of the route regardless of the reasons that have caused such delay in the flight.

If the flight is delayed by 6 hours or more (at night) and by 8 hours or more (during the day) from the time specified in the schedule, the passengers must be accommodated in hotels with the category of at least three stars.

For visa-less passengers, provision must be made for a special placement with the adherence to the service order for transfer visa-less passengers at the airport and the interaction between government agencies and other services during the placement of this category of passengers in hotels.

Meals must be provided to the passengers regardless of the time of their delivery to the hotel.

The passengers can refuse from service at a hotel but are not entitled to reimbursement for the unused services.

7. Rules of Conduct on Board the Aircraft

The passengers who are on board the aircraft possess the right to:

demand that all the services provided for by the terms and conditions of the Air Carriage Contract listed on the paper ticket, on the website of Aeroflot OJSC in the process of issuance of e-tickets or at sales offices as well as in the present Rules be rendered.

The passengers who are on board the aircraft must:

comply with the requirements of the PIC and with the recommendations of other crew members;

maintain discipline and order on board the aircraft;

take the seat that is specified in the boarding pass. Transfer to another seat must be implemented only after coordination with the flight attendant and authorization of the PIC;

keep the seatbelts fastened when the scoreboard reads, “Fasten seat belts” (it is recommended to keep the seatbelts fastened for the duration of the entire flight).

Passengers must not:

create situations that threaten flight safety and security or the life, health, and personal dignity (including insulting verbal remarks or physical actions) of other passengers and aviation personnel;

drink alcoholic beverages except those that have been offered on board the aircraft;

be so intoxicated as to offend human dignity and public morality;

smoke (inclusive of electronic cigarettes) on board the aircraft for the entire duration of the flight;

use emergency equipment unless ordered by the crew;

use electronic devices and communications equipment during taxiing, takeoff, and landing of the aircraft;

create conditions that are uncomfortable for other passengers and that hinder the work of the crew members;

damage the property owned by Aeroflot OJSC and / or remove it from the aircraft;

open sealed packages with goods purchased in duty-free shops before the end of the flight;

remove the animal that is transported in the cabin from its container (cage).

Procedure of operations of the crew members in the event of violation of the rules of conduct by the passenger.

The PIC possesses the right to take all the necessary measures, including coercive measures, against the persons whose actions pose a direct threat to the security of the flight of the aircraft and who refuse to obey the orders of the PIC.

If there exists reason to believe that a person has committed or is about to commit a crime on board the aircraft or acts in a way that threatens the safety of the aircraft or the persons or property on board or endangers the preservation of good order and discipline on board, the PIC or any member of the crew may apply reasonable measures to such person inclusive of restrictive measures that are necessary in order to ensure the safety and security of the aircraft or of persons or property on board, to maintain good order and discipline on board, to make a delivery of such person to competent authorities possible, or to unload such person.

Procedure of operations of the crew members in the event of violation of the rules of conduct by the passenger:

issue a verbal warning to the passenger in order to explain the essence of the violation and demand its termination;

recommend that the passengers become informed about the need to comply with the rules of conduct on board the aircraft;

inform the senior flight attendant, who must report the existing violation to the PIC;

if possible issue a written warning signed by the PIC to the passenger as regards the need for the latter to stop breaking the rules of conduct.

In the event of delivery of a warning to the passenger and refusal of the latter to cease his or her unlawful actions, the PIC must instruct the crew to use all the necessary measures, including coercion, for the purposes of implementation of the decisions of the PIC.

Possible sanctions in the event of violation of the above rules of conduct by the passenger:

termination of serving alcoholic beverages to passengers in a state of intoxication as well as any other intoxication;

a seizure of alcoholic drinks, including the alcoholic drinks purchased in duty-free shops on board the aircraft, from the passengers for the duration of the flight (and a subsequent return thereof upon its termination);

the use of coercion to the person who refuses to comply with the orders of the PIC;

removal of the offending passengers from the aircraft at the nearest point of its landing; and in the event of a forced landing, compensation by such passenger of additional costs incurred by Aeroflot OJSC as a result of unacceptable behavior;

a delivery of such passenger to the police regardless of the state of landing;

a compensation by the passenger of the material damage caused to Aeroflot OJSC due to the loss of its property;

an imprisonment (in certain countries, for up to 2 years);

deprivation of the passenger of his or her right to further use the services of Aeroflot OJSC, including a termination of the concluded air carriage contract without a payment of the

compensation of its value;

a cancellation of visas issued by both the Russian Federation and other countries;

giving the incident maximum publicity in the media and on special websites;

imposition of an administrative fine in the amount established by the Code of Administrative Offences of the Russian Federation.

If a participant of the "Aeroflot Bonus" program violates the rules of conduct of passengers during the preflight service and on board of the aircraft of Aeroflot OJSC and also the safety and security rules of Aeroflot OJSC, the airline reserves the right to block such participant's "Aeroflot Bonus" account, to cancel all collected miles, to cancel such participant's account, and / or to cancel such participant's Elite level in the program at any time. In the event of cancellation of the account of the participant by Aeroflot OJSC, no further participation or re-registration in the "Aeroflot Bonus" programs is allowed.

In the event of a violation of the rules of conduct on board an aircraft by a passenger of the aircraft, which violation might endanger safety and security of the aircraft or pose a a threat to life or health of other persons, as well as in the event of a failure of a passenger of the aircraft to comply with the orders of the PIC, Aeroflot OJSC has the right to unilaterally terminate the contract of air carriage of such passenger. In this case, the amount paid for the air carriage will not be refunded.

8. Liability Insurance

Aeroflot OJSC insures its civil liability toward the passenger for the damage caused to the life, health, and property of passengers in the course of carriage in accordance with the applicable requirements of the current legislation of the Russian Federation.

Information about the insurer (its name, location address, mailing address, telephone number) and about the compulsory insurance contract (number, date of conclusion, validity term) is provided in ticket sales offices, on the ticket, or on the website of Aeroflot OJSC.

In the event of occurrence of an insurance case, Aeroflot OJSC must inform each victim, whose personal information it has, about the following:

1) the rights of victims and the procedure to be taken by the victims in order to receive a compensation for the caused damage.

2) the Insurer, all its branches and representatives in the regions of the Russian Federation (name, location address, mailing address, phone number, official website URL, and hours of operation).

3) the compulsory insurance contract (number, date of conclusion, validity term).

Aeroflot OJSC is also obliged to provide this information to other persons who apply to obtain it in connection with the occurrence of the insured event (beneficiaries[2]).

In the event of harm to the life of a passenger as well as of a serious damage caused to his or her health, Aeroflot OJSC must inform the relatives of the victim or other persons who have applied to Aeroflot OJSC for the provision of information in connection with the harm to the life, health, or damage to the property of the victim as regards the rights of beneficiaries.

The procedure for issuance of claims by the passengers or other beneficiaries as regards the reimbursement, as well as the procedures and the terms of payment, are established by the

[2]Beneficiary: a passenger whose health and / or property were negatively affected. In the event of damage to the life of a passenger, the beneficiaries - for the purposes of reimbursement of the necessary expenses for burial - are the persons who have actually incurred such expenses; in relation to the remainder of the compensation, the beneficiaries are the persons who are eligible for the purposes of compensation in case of death of the supporter of the family in accordance with the applicable provisions of the civil law or - in the absence of such persons - the spouses, parents, children of the deceased as well as the persons upon whom the deceased was dependent subject to the absence of an independent income of the latter.

provisions of the applicable legislation of the Russian Federation.

9. Responsibility of Aeroflot OJSC and of Passengers. Procedure for Filing Claims against Aeroflot OJSC

General principles of responsibility.

Aeroflot OJSC is liable toward the passenger in accordance with the applicable provisions of the legislation of the Russian Federation, international treaties of the Russian Federation as well as the contract of air carriage of passengers.

Aeroflot OJSC is obliged to compensate for the damages caused during the operation of the aircraft unless it proves that such damages were caused by force-majeure circumstances or through the intent of the victim.

Aeroflot OJSC and the passenger are liable for violation of customs, currency, sanitation, quarantine, and other regulations in accordance with the provisions of the applicable legislation of the Russian Federation.

9.1. Responsibility of Aeroflot OJSC.

9.1.1. Responsibility of Aeroflot OJSC for the injury to the life or the health of a passenger of the aircraft.

The responsibility of Aeroflot OJSC for the damage caused to the passenger's life or health during the carriage by air is determined by the applicable provisions of the Air Code of the Russian Federation, international treaties of the Russian Federation, or - if the contract of air carriage of passengers does not provide for a higher amount of compensation of the damage - in accordance with the applicable provisions of the civil legislation of the Russian Federation.

Aeroflot OJSC is obliged to provide compensation in respect of the damage caused to the life of passenger of the aircraft during the carriage by air to the persons who are entitled to such compensation in the event of death of the family provider in accordance with the applicable civil legislation or - in the absence of such persons - to the parents, spouses, children of the deceased passenger of the aircraft or - in the event of the death of a passenger who has no independent income - to the persons upon whom such passenger was dependent in the amount of two million Russian rubles. This compensation must be distributed among those who have the right to receive it in proportion to the number of such persons.

Aeroflot OJSC must provide compensation in respect of the damage caused to the health of the passengers of the aircraft during the carriage by air in the amount to be determined on the basis of the nature and the severity of such damage to health in accordance with the applicable standards established by the Government of the Russian Federation. The amount of this compensation must not exceed two million Russian rubles.

If the amount of compensation for the damage to the life or health of a passenger of the aircraft caused during the carriage by air that is determined in accordance with applicable provisions of the civil legislation exceeds the amount of compensation for the damage, the payment of such latter compensation does not relieve Aeroflot OJSC of its obligations of paying the compensation for such damages in excess of the amount of the implemented payment.

For the purposes of this article, passenger air carriage includes the period from the moment when the passenger of the aircraft has passed the preflight inspection for embarking the aircraft and until the moment when the passenger of the aircraft has left the airfield under the supervision of the authorized persons of Aeroflot OJSC.

9.1.2. Responsibility of Aeroflot OJSC for the Loss of, the Shortage of, or the Damage to (Deterioration of) the Baggage and the Personal Effects of the Passenger.

Aeroflot OJSC is responsible for the loss and / or shortage of and / or damage to (or deterioration of) the baggage after acceptance thereof for air carriage and before delivery thereof to the passenger or before delivery thereof to another person or legal entity according to the applicable provisions of the specified rules unless it proves that all the necessary measures have been implemented in order to prevent such damage to the baggage or that it was impossible to implement such measures.

Aeroflot OJSC bears responsibility for the safety of the passenger's effects unless it can prove that the loss of, shortage of, or damage to these effects was due to the circumstances that Aeroflot OJSC could not prevent and whereof the removal did not depend on Aeroflot OJSC or that it occurred through the intent of the passenger.

Aeroflot OJSC is responsible for the loss of, shortage of, or damage to (or deterioration of) the baggage unless it can prove that such loss of, shortage of, or damage to the baggage has not occurred as a result of intentionally committed actions (inaction) of Aeroflot OJSC or has not occurred during the carriage.

9.1.3. Volume of Responsibility of Aeroflot OJSC for the Loss of, the Shortage of, or the Damage to (Deterioration of) the Baggage and the Personal Effects of the Passenger.

Aeroflot OJSC is responsible for the loss of, the shortage of, or the damage to (deterioration of) the baggage and the personal effects of the passenger in the following amounts:

for the loss of, the shortage of, or the damage to (deterioration of) the baggage accepted for carriage by air without a declared value: in the amount equal to their value but not more than six hundred Russian rubles per kilogram of such baggage;

for the loss of, the shortage of, or the damage to (deterioration of) the personal effects of the passenger: in the amount of their value or - if such value cannot be established - in the amount of eleven thousand Russian rubles or less;

for the loss of or the damage to (or deterioration of) special traffic means (including wheelchairs) that belong to the passengers with disabilities and other persons with limited mobility: in the amount of the cost of such means.

Aeroflot OJSC is liable for the loss of, shortage of, or damage to (or deterioration of) the baggage as well as the personal effects of the passenger that has occurred within the scope of international air carriage in accordance with the applicable provisions of international treaties of the Russian Federation.

Aeroflot OJSC is exempted from liability if it proves that the loss of, shortage of, or damage to the baggage has occurred due to the circumstances that it could not have prevented or the elimination of which lay beyond its control, in particular, due to the following:

the guilt of the person who has transferred or received the baggage;

natural properties of the transported objects;

packaging deficiencies that could not be seen at the time of external examination of the accepted baggage;

special properties of the items or substances located in the baggage whereof carriage and storage require special conditions or precautions.

Aeroflot OJSC is not responsible for the loss of the money and securities, documents, jewelry, and other similar items placed inside the baggage which require special storage conditions for the duration of the carriage.

9.1.4. Responsibility of Aeroflot OJSC for Delayed Delivery of the Passenger / the Baggage.

A delay in the delivery of passengers and baggage to the point of destination by Aeroflot OJSC results in a fine of 25 pct of the statutory minimum wage to be paid by Aeroflot OJSC for each such hour of delay but not more than 50 pct of the cost of transportation unless Aeroflot OJSC proves that the delay was due to an insurmountable force, elimination of a failure in the operation of the aircraft that threatens the life or health of the passengers on board, or other circumstances

beyond the control of Aeroflot OJSC.

9.1.5. Responsibility Aeroflot OJSC for the Damages Caused by Delay in the Air Carriage of Passengers.

Responsibility of Aeroflot OJSC for the damages caused by delay in the air carriage of passengers is limited by the liability provided for by the Warsaw Convention and the Air Code of the Russian Federation.

Aeroflot OJSC is liable for the damages and the losses unless it proves that it and its employees and agents have taken all the necessary measures in order to prevent such damages and losses or that such measures could not be taken.

Aeroflot OJSC is not responsible for any and all damages or losses that arise directly or indirectly from the failure of the passenger to comply with the applicable provisions of laws, rules, and regulations of public authorities of any country whereto, wherefrom, or through the territory of which the carriage takes place or that arise due to causes that are beyond the control of Aeroflot OJSC.

Aeroflot OJSC is not liable in the event of a refusal of the passenger from the service provided to him or her and is not obliged to pay for the damages or expenses incurred by the passenger as a result of such refusal.

9.1.6. Agreements on Increase of the Limits of Liability of Aeroflot OJSC.

Aeroflot OJSC has the right to enter into agreements with passengers on the issue of increasing its liability limits as compared to the limits established by the applicable legislation of the Russian Federation and international treaties of the Russian Federation.

9.1.7. Responsibility for the Damage Caused in a Collision of Aircrafts.

Financial liability for the damage caused to the life or health of a passenger of the aircraft as well as for the damage to the property of third persons on the aircraft is borne by the owner of the aircraft in accordance with the applicable provisions of air legislation; at the same time, the owner of the aircraft possesses the right of recourse in respect to the guilty person(s).

9.1.8. Limits of Liability for the Damage Caused during the Air Carriage.

For the damage caused to the life or health or property of the passenger of the aircraft during the air carriage, the owner of the aircraft is liable to the extent provided for by the applicable civil legislation of the Russian Federation unless otherwise stipulated by an international treaty of the Russian Federation.

For the damage caused to the life or health or property of third parties during the air carriage, the owner of the aircraft is liable to the extent provided for by the applicable civil legislation of the Russian Federation unless otherwise stipulated by an international treaty of the Russian Federation.

9.2. Responsibility of the Passenger.

If Aeroflot OJSC has incurred losses through the fault of the passenger, the latter must reimburse Aeroflot OJSC for the incurred damages.

Passengers bear responsible for violation of / non-compliance with:

the terms and conditions of the air carriage contract and the present Rules;

the orders of the pilot in command;

fire-safety regulations, sanitary and hygienic, sanitary and anti-epidemic, and other similar regulations;

rules for transport of dangerous substances or items;

rules for flight safety (attempts to open the door, the hatch of the aircraft, refusal to fasten the seatbelt, smoking in the wrong place etc.).

Passengers bear responsibility for the violation of the public order, the order in the terminals and city agencies, airports, airfields, and aircrafts, including the responsibility for unlawful acts

relative to other passengers and employees of Aeroflot OJSC.

The limits of administrative and criminal liability must comply with the provisions of the applicable legislation of the Russian Federation or the legislation of the host country.

9.3. The procedure for filing of passenger's claims for compensation of damages.

9.3.1. General Provisions.

A commercial statement must be composed by Aeroflot OJSC at delivery of the baggage for the purposes of confirmation of the event of an improper carriage of the baggage of the passenger including the events of shortage of or damage to (deterioration of) the baggage as well as loss of the baggage or lost baggage.

In the event of breach of contract of air carriage of passengers, a statement or a claim must be presented to Aeroflot OJSC at the airport of departure or at the airport of destination at the discretion of the applicant. The claim must contain the following necessary documents as attachments, which confirm the right of the passenger to request compensation: the ticket, the excess baggage receipt, the baggage tag, and the commercial statement. The claim amount must be proved by the person concerned.

Absence of a commercial statement must not deprive the passenger of the right to file a claim or a lawsuit.

Aeroflot OJSC is not liable if the loss of or the damage to the baggage has resulted solely from the inherent properties or defects of the baggage.

Aeroflot OJSC assumes no liability for preservation of fragile or perishable items, money, jewelry, precious metals, securities, and commercial papers, passports, and other documents that are placed in the checked baggage.

9.3.2. Persons Entitled to File Claims for Breach of Contract of Air Carriage of Passengers.

The following persons possess the right to file a claim with Aeroflot OJSC in the event of breach of the contract of air carriage of passengers:

in the event of loss of , shortage of, or damage to (deterioration of) the baggage, as well as a delay in delivery thereof: the passenger or an authorized person at the time of submission of the baggage receipt or a commercial statement and a duly executed power of attorney;

in the event of termination of the contract of air carriage of passengers at the initiative of Aeroflot OJSC or in the event of other violations of the contract of air carriage: the passenger.

9.3.3. Time and Procedure for Filing Claims with Aeroflot OJSC for Domestic Air Carriages.

Claims to Aeroflot OJSC for domestic air carriages can be filed within six months. The said period must be counted from the date of occurrence of the event that has given rise to submission of the claim.

Aeroflot OJSC has the right to take up a claim after the expiration of the deadline if it finds the reason for violation of the above deadline to be justified.

9.3.4. Time and Procedure for Filing Claims with Aeroflot OJSC for International Air Carriages.

In the event of damage to (deterioration of) the baggage in the course of international air carriage, the person entitled to receive it must inform Aeroflot OJSC thereon by providing a notice in writing not later than seven days from the date of receipt if a damage to the baggage is detected. In the event of a delay in delivery of the baggage, the claim must be made within twenty-one days from the date transfer of the baggage at the disposal of the person who is entitled to receive it. The said notice serves as the basis for the preparation of a commercial statement.

In the event of loss of baggage, the claim to Aeroflot OJSC can be made within eighteen months from the date of arrival of the aircraft at the airport of destination or from the date whereat the aircraft ought to have arrived or from the date of termination of the air carriage.

In the event of a failure of (damage to) the baggage on international flights, in addition to the documents listed in para. 9.3.1. of the present Rules, the claim for damage to the baggage must be accompanied with a declaration of the passenger that indicates the cost of the damaged baggage and the date of its acquisition.

In the event of detection of damage outside the airport, the passenger must prove the fault of Aeroflot OJSC in such damage.

The passenger must present the bill for the repair of the damaged baggage (unless the latter is beyond repair) or a receipt that confirms its value and must specify the date of purchase (if the baggage is beyond repair).

If necessary, the passenger shall be offered to provide photos of the damaged baggage, report the brand, the product article, the place of purchase or to put the baggage at disposal of Aeroflot OJSC.

Aeroflot OJSC is not responsible for minor damage to the baggage (scratches, abrasions, absence of a padlock) that does not affect its further applicability.

When the contents of the baggage is damaged, the passenger must indicate the value of the damaged items in the application and submit it to the Airline if necessary.

The responsibility of Aeroflot OJSC for the violations during the carriage of the baggage accepted for carriage without the declared value must be limited to the amount of 20 U.S. dollars per 1 kg of such baggage.

In the event of a loss of the baggage on international flights, in addition to the documents listed in para. 9.3.1. of the present Rules, the claim for loss of the baggage must be accompanied with a declaration of the passenger with a list of the articles stored in the baggage and indication of their cost.

In the event of a shortage of the baggage on international flights, in addition to the documents listed in para. 9.3.1. Of the present Rules, the claim must be accompanied with a declaration from the passenger with an indication of a list of lost things.

The payment of the compensation must be performed if a difference in the weight of the checked and the received baggage has been established.

Aeroflot OJSC is not liable for loss of, shortage of, or damage to the carry-on baggage and other property of the passengers that has occurred during the carriage unless it has proven that the damage was caused not through the fault of Aeroflot OJSC.

10. Final Provisions

The present Rules can be changed by Aeroflot OJSC without providing a preliminary notice thereon to the passengers. However, if the carriage has been paid for, such changes must not apply to the carriage in question.

Changes and amendments to these Rules shall be issued in the form of a new version of the document, which must be approved and put into effect by the order of the General Director.

Deputy General Director
Administrative Management