APPROVED
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Rules of PJSC Aeroflot for Air Carriage of Passengers and Baggage

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1. Scope of Application

These Rules of PJSC Aeroflot for Air Carriage of Passengers and Baggage (hereinafter referred as the Rules) were developed on the basis of Article 102 of the Air Code of the Russian Federation and the Federal Aviation Rules "General rules for air transport of passengers, baggage, cargo and requirements for services for passengers, shippers and consignees" approved by Order No. 82 of the Ministry of Transport of Russia dated June 28, 2007, and are used to provide passengers with information on the rules and requirements of PJSC Aeroflot that apply to passengers during air transportation of passengers and baggage.

The Rules apply to domestic and international carriage of passengers and baggage on flights where PJSC Aeroflot is the operating carrier.

These Rules set out the rights, duties and responsibilities of PJSC Aeroflot, as well as of the individuals who use the services of PJSC Aeroflot, and are binding on them.

These Rules shall apply to international air carriage of passengers to the extent not in conflict with the conventions on international carriage by air, documents of the International Civil Aviation Organization (ICAO) as well as the applicable international air traffic treaties and agreements to which the Russian Federation is a party.

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

When concluding a Contract of Carriage by Air with a passenger, these Rules shall apply in the version in force on the date of issuance of a document of carriage.

These Rules, as well as any and all other regulatory documents issued in furtherance hereof, may be amended or supplemented by PJSC Aeroflot.

2. Regulatory References

These Rules have been 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).

The 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).

ICAO Annex 17 – Security

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

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

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

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

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

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

Resolution of the Government of the Russian Federation No. 1314 “On approval of the Rules for the circulation of civilian and service weapons and ammunition therefor in the territory of the Russian Federation” dated October 15, 1997

Resolution of the Government of the Russian Federation No. 814 “On measures to regulate the circulation of civilian and service weapons and ammunition therefor in the territory of the Russian Federation” dated July 21, 1998

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

Order No. 155 of the Ministry of Transport of the Russian Federation “On approval of the Rules of formation and application of fares for scheduled air transportation of passengers and baggage and charging of fees in civil aviation” dated September 25, 2008

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

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

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

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

Order No. DV-137 of the Ministry of Transport of the Russian Federation “On the enactment of restrictions on the use of portable electronic equipment by passengers on aircraft of the Russian Federation” dated December 9, 1995

Instructions on the procedure for carriage of weapons, ammunition and impact munitions transferred by passengers for temporary storage during the flight on aircraft of PJSC Aeroflot (RIDG-019Kh).

Instructions on actions of the personnel of “Aeroflot” OJSC in the event of violation of the Rules of conduct of passengers during preflight handling and on board PJSC Aeroflot aircraft (RI-DG012Kh).

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

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

Aviation Security Manual of PJSC Aeroflot (RD-DG-009Kh).

Ground Handling Manual of PJSC Aeroflot.

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

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

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

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

Operational Procedure “Procedure for carriage of weapons, ammunition and cartridges thereto and impact munitions transferred by passengers for temporary storage during flight on civil aircraft at Sheremetyevo International Airport” (T-5.1-04-07).

Procedure for compensating passengers for transportation costs incurred thereby in situations of delay and departure on a flight of PJSC Aeroflot due to the (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 provides commercial transportation of passengers, baggage, cargo, and mail by air using owned or leased aircraft; in the context of these Rules, this term refers to Aeroflot - Russian Airlines Open Joint Stock Company (PJSC Aeroflot);

aviation security (AS): status of aviation security against unlawful interference against aviation;

aviation enterprise: a legal entity that has the air transportation of passengers, baggage, cargo, mail and/or performance of aviation works for a fee as the main objectives of its activities regardless of the legal form and ownership of such enterprise;

aviation personnel: persons with special training and a certificate (license) who carry out activities aimed at ensuring aircraft operation safety or aviation security, as well as activities involving organization, performance, support and handling of air transportation and aircraft operations, aviation works, organization of airspace use, organization of air traffic and air traffic service;

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

Property Irregularity Report (PIR): a document issued by the carrier in the presence of the passenger (receiver) immediately on discovering damage caused to baggage transported by one or more carriers. Such Report must be signed by the carrier and the passenger;

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

SkyTeam Alliance: an international airline alliance, of which PJSC Aeroflot is a member;

airport: a complex of structures, including an airfield, a terminal and other facilities designed to receive and dispatch aircraft and handle air traffic, which has the equipment, aeronautical personnel and other employees necessary for these purposes;

international airport: an airport which is open for arrival and departure of aircraft operating international air services and which provides border, customs and, in cases stipulated by international agreements of the Russian Federation and federal laws, other types of control;

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

airport (point) of destination: the airport (point) whereto passengers and baggage must be delivered according to the contract of carriage by air;

terminal: a building or a complex of buildings which is used for providing services to air passengers who depart from or arrive at the airport;

checked baggage (hereinafter referred to as **the baggage**): baggage of passengers that has been accepted for carriage by the carrier under its custody, and for which a baggage receipt and baggage tag have been issued by the carrier;

baggage tag: a document issued by PJSC Aeroflot for the purpose of identification of checked baggage; a part of the baggage tag is attached by PJSC Aeroflot to each piece of checked baggage; the other part of the baggage tag is given to the passenger;

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

baggage receipt: a transportation document that confirms that the baggage was accepted for carriage;

ticket: a document of carriage that must be issued by the carrier at the time of ticketing in one of the following forms:

a ticket completed on a strictly accountable form;

an e-ticket, which is a document containing information about the flight represented in the form of an electronic digital record in the database of PJSC Aeroflot;

strictly accountable form (SAF): a standard form of a document of carriage (a ticket, a baggage receipt, an excess baggage receipt), which is approved and registered according to the prescribed procedure and has a unique number in accordance with the SAF numbering system. A filled-in SAF must be certified with the stamp of the issuing agent (agent validation plate);

ammunition: munitions that are designed to hit a target and that contain explosive, propellant, pyrotechnic or expelling charge or a combination thereof;

booking (reservation): assignment of a passenger seat and a capacity for the carriage of a passenger and his/her baggage on a specific flight and date. Booking is imperative for carriage of passengers and baggage by air;

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

domestic air carriage: air carriage where the point of departure, the point of destination and all landing points are located in the territory of Russia;

aircraft (AC): a flying machine that can derive support in the atmosphere from interaction with the air other than the interaction with the air reflected from the surface of land or water;

carriage by air: carriage of passengers and/or baggage by air performed by PJSC Aeroflot in accordance with the terms of a Contract of Carriage by Air;

contract of carriage by air (the contract): a contract of carriage concluded by and between PJSC Aeroflot and the passenger under the terms and conditions laid down in these Rules;

additional services: services provided to the passenger by PJSC Aeroflot and third-party partners of PJSC Aeroflot in conjunction with air travel and subject to the conditions established by PJSC Aeroflot for each specific type of services;

screening: a set of actions taken by authorized persons in respect of passengers and baggage 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. Passengers undergo

primary screening at the entrance to the terminal. Pre-flight screening is carried out before passengers board an aircraft;

flight delay: a change to the departure time stated on the ticket and in the schedule as the scheduled departure time;

lounge: a lounge located in the terminal, which provides services to business class passengers as well as elite level members of bonus programs of PJSC Aeroflot and the SkyTeam Alliance for the duration of waiting to board the aircraft;

website of PJSC Aeroflot: www.aeroflot.ru;

cabin crew (pursers and cabin attendants): crew members who perform the duties assigned to them by the carrier or the pilot-in-command 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 themselves (without the participation of personnel of PJSC Aeroflot) on the basis of the booking database. These kiosks are installed by PJSC Aeroflot 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 contract of carriage by air;

code-sharing (codeshare): joint operation of flights; a form of cooperation between two or more companies. In this case, one of the parties (the "operating carrier") actually operates the flight, and the others have the right to sell tickets for the flight ("marketing carriers");

pilot-in-command (PIC): a person who has a valid pilot’s certificate (license), has completed the required training, possesses the experience necessary to fly the aircraft of a certain type unsupervised, and is assigned to perform the flight assignment;

flight crew: crew members who possess the required certificates and are assigned the duties and responsibilities related to piloting the aircraft during the flight duty time;

itinerary: a passenger's travel route, which is described as a sequence of airports in the Contract of Carriage by Air;

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

SIA: Sheremetyevo International Airport Open Joint Stock Company;

International Civil Aviation Organization (ICAO): an international intergovernmental organization (a UN agency) that regulates the matters related to civil aviation, including use of airspace, flight safety, etc. and that develops Standards and Recommended Practices for international civil aviation;

international carriage of passengers and baggage: air carriage where the airport (point) of departure and the airport (point) of destination, regardless of whether there is a break in the journey, are located either in the territories of two states or in the territory of the same state, if a stopover in another state is envisaged;

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

baggage pilferage: damage caused to baggage where the passenger incurs losses due to certain pieces or items missing from the baggage;

handling agent: a company that provides flight handling services to PJSC Aeroflot as its agent. For the purposes of this document, this concept applies to an employee of an agent of PJSC Aeroflot;

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

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

sales office: a specially equipped room designed for booking and sale of air transportation by PJSC Aeroflot;

passenger: a natural person carried or to be carried in an aircraft according to the passenger contract of carriage. The passenger is the person named in the ticket;

deportee passenger: a passenger who was lawfully admitted into a country by its authorities and who was later required by the authorities to leave the country; or a passenger who arrived into a country illegally;

transit passenger: a passenger who is further transported on the same flight on which the passenger arrived at an intermediate airport (point) according to the contract of carriage by air;

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

documents of carriage: in relation to carriage of passengers and baggage - a passenger ticket and baggage receipt, an excess baggage receipt, a receipt (a Miscellaneous Charges Order);

carrier: an operator who is performing carriage of passengers and baggage by air and holds a license to carry out this activity;

flight coupon: a part of the ticket that entitles a passenger to be carried between the points specified therein;

boarding pass: a document that confirms that the passenger has been accepted for carriage. The boarding pass must indicate the following information: the surname and 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 seat number in the cabin, and the boarding gate number;

payment document: a document (a cashier's check, a payment receipt, or a bank statement) issued in accordance with the applicable legislation, which confirms the payment for the booked flight. A payment document is appropriate evidence of the Contract of Carriage by Air and must be issued when payment under the contract is made in cash, in case an itinerary receipt is issued;

claim: a claim for compensation of the damage caused to a passenger or baggage as a result of air transportation, which is drawn up in writing by the person concerned and is submitted to the carrier;

flight: a flight by an aircraft (scheduled or unscheduled) in one direction from the initial to the final destination;

short-haul flight: a flight lasting up to 3 hours;

medium-haul flight: a flight lasting between 3 and 6 hours;

long-haul flight: a flight lasting more than 6 hours;

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

carry-on items: items that remain with the passenger and are carried in the cabin with the consent of PJSC Aeroflot and are labeled with a "Cabin baggage" tag;

Russia: the Russian Federation;

customs control during international transportation by air: a set of measures taken by the customs authorities in order to ensure compliance with national legislation, including customs legislation, and international agreements to which the State is a party, the enforcement of which is

the responsibility of the customs authorities, including, in particular, control over the movement of the aircraft and the goods carried thereon, as well as the baggage and carry-on items of persons travelling therein, currencies, and currency valuables across the state border;

fare: a duly approved fee for transportation charged by PJSC Aeroflot for the carriage of one passenger and his or her baggage within the free baggage allowance, or for the carriage of a unit of weight /piece of baggage, between two points;

“Space+” service: a service allowing a passenger to choose an enhanced comfort seat (a seat in rows with an increased seat pitch) in the economy class cabin, which is provided during check-in at Sheremetyevo Airport for medium- and long-haul flights, as well as at airports in the Russian Federation and abroad;

missing of baggage: non-arrival of the baggage of a part thereof at an airport, with acknowledged by PJSC Aeroflot of the missing of the baggage. Any baggage not found within 21 days from the day following the day when it had to be delivered to the point of destination is considered to be missing;

loss of baggage: a situation when PJSC Aeroflot is unable to deliver the checked and accepted baggage to the passenger or to an authorized person after the period specified for delivery regardless of whether this was due to the actual loss, theft, mishandling, or erroneous dispensing at an intermediate airport;

operating carrier: the carrier or an entity authorized by the carrier that performs all or part of the carriage pursuant to a code-sharing agreement or other contractual arrangements between the operating carrier and codeshare carrier;

Information and Reservation Center: information and booking service of PJSC Aeroflot;

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

electronic passenger ticket and baggage receipt: a document used to confirm the contract of carriage of a passenger and baggage in which the information about the carriage of the passenger and baggage is represented in an electronic digital form (abbreviated as 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 “On establishment of the form of an electronic passenger ticket and baggage receipt in civil aviation” dated November 8, 2006;

PNR (Personal Name Record): a personal booking number which is automatically assigned to a passenger during booking. A flight booking code.

4. Air Carriage of Passengers

4.1. Main Terms and Conditions of the Contract of Carriage by Air.

Under the passenger contract of carriage, PJSC Aeroflot undertakes to transport the passenger in an aircraft to the point of destination and provide the passenger a seat on board the aircraft that operates the flight specified on the ticket, and if the passenger carries baggage, to transport this baggage to the point of destination and to deliver it to the passenger or to the person authorized to receive it.

The carriage performed by PJSC Aeroflot under the contract of carriage by air and other services provided by PJSC Aeroflot shall be subject to the following:

the conditions stated on the ticket;

the applicable fares;

the conditions set forth in these Regulations;

the law of the Russian Federation.

The Contract of Carriage by Air is evidenced by a ticket and a baggage receipt if the passenger carries baggage. In the event of discrepancy between the information specified on the ticket and the information contained in the database of PJSC Aeroflot, the latter shall prevail.

The document that confirms the payment for carriage is the payment document, which proves that the payment has been effected.

The passenger must pay the airfare in accordance with the specified rate and the excess baggage fee if the passenger carries baggage in excess of the free baggage allowance set by PJSC Aeroflot.

The Contract of Carriage by Air is a public contract; according to the method of its conclusion, it is classified as a contract of accession and requires accession by the passenger to the contract on the terms and conditions offered by PJSC Aeroflot.

The Contract of Carriage by Air is deemed to have been concluded upon the proper and timely payment for the flight.

After the flight is paid for in full, PJSC Aeroflot shall send an itinerary receipt to the passenger if the passenger is able to receive the itinerary receipt via email or fax. A ticket issued on an SAF form shall be handed over to the passenger only if an additional request was made at the time of booking. The cost of issuing a ticket on an SAF form is determined by the fare rules of PJSC Aeroflot. If the passenger is not able to receive the itinerary receipt as aforesaid, it will be issued to him or her at the airport of departure.

The fare must be paid within the time limits stated in the fare rules of PJSC Aeroflot in effect at the time of booking and strictly by the methods specified by PJSC Aeroflot.

The Contract of Carriage by Air is valid until PJSC Aeroflot fulfils its obligations related to the carriage of the passenger and/or baggage along the route indicated on the ticket, subject to proper performance of the obligations by the passenger.

Booking and payment for the carriage on a flight of PJSC Aeroflot indicates accession by the passenger to the public Contract of Carriage by Air on the terms and conditions set out in these Rules. The passenger’s agreement to the terms and conditions of the Contract of Carriage by Air and these Rules is full and unconditional.

If the payment for the carriage is made in a manner not specified by the relevant rules of PJSC Aeroflot or via an organization not authorized by PJSC Aeroflot, the contract of carriage is deemed not to have been concluded, and PJSC Aeroflot bears no responsibility for the consequences of such payment.

In the event of late payment or any another breach of the terms of payment, the Contract of Carriage Air is deemed not to have been concluded unless PJSC Aeroflot confirms otherwise.

Obligations of PJSC Aeroflot related to the carriage of the passenger arise upon the proper and timely payment for the flight.

Scheduled flights are performed in accordance with the flight schedule issued by PJSC Aeroflot and published in the flight schedule database.

PJSC Aeroflot undertakes to take all measures within its control to carry the passenger and his/her baggage within a reasonable time. The time shown in the schedule or in other documents is not guaranteed and is not a material condition or part of the contract of carriage by air.

In the event of changes to the flight schedule, PJSC Aeroflot shall take all measures within its control to provide information regarding the changes to the schedule to the passengers with whom the passenger contract of carriage has been concluded, using any and all methods available.

PJSC Aeroflot has the right to cancel or to delay the flight indicated on the ticket, to replace the aircraft type, to change the route of transportation if this is required for flight safety and/or aviation security, and also if required by government agencies acting within their respective competence.

PJSC Aeroflot will not be liable for failure to notify the passenger of changes in the flight schedule, change in the departure/arrival airport, flight cancellation or changes to any other flight details if the passenger has not provided his/her contact information (phone number, e-mail address, etc.) when booking the flight or if PJSC Aeroflot has not been able to contact the passenger using the provided contact details with at least one attempt made to contact the passenger at each of the provided telephone numbers (addresses, etc.), including due to provision of incorrect contact details by the passenger. In the said cases, PJSC Aeroflot will not compensate the passenger for the losses caused by such failure to notify.

Carriage of passengers and baggage shall be performed between the airports (points) of departure, transfer (stopover) and destination (hereinafter referred to as the itinerary) in the sequence provided in the document of carriage. The itinerary specified in the documents of carriage may be changed by agreement between PJSC Aeroflot and the passenger. In the event that the passenger needs to make changes to the itinerary, PJSC Aeroflot may recalculate the fare.

PJSC Aeroflot is not responsible for missed flight connections on separate tickets.

PJSC Aeroflot has the right to assign its obligations under the contract of carriage by air, in whole or in part, to another person, including another carrier. In this case, PJSC Aeroflot will inform the passenger of the actual carrier, and the passenger will be bound by the Rules of Carriage of the actual carrier unless otherwise provided by a code-sharing agreement between PJSC Aeroflot and the actual carrier.

PJSC Aeroflot shall book the flight provided that the passenger has submitted his/her personal data in the scope prescribed by the applicable legislation of the Russian Federation. The personal data will be processed using the passenger service system developed by Sabre Holdings Corporation whose database servers are located in the USA. The said processing of personal data will involve cross-border transfer of personal data.

PJSC Aeroflot shall process the passenger's personal data provided by the passenger when concluding the contract of carriage in compliance with Federal Law No. 152 "On Personal Data" dated July 27, 2006 (including as part of the booking process, ticketing, in the event of a change to the conditions of carriage, voluntary flight cancellation, and after the termination of the contract of carriage by air – when required by competent government authorities).

Passengers can familiarize themselves with the fare rules of PJSC Aeroflot on the Aeroflot website. Passengers who purchase tickets through the Information and Reservation Center will be informed about the main terms and conditions of the contract of carriage by air and these Rules.

4.2. Booking and Sale of Tickets.

A flight and baggage can be booked by the passenger or his/her authorized representative via the booking system of PJSC Aeroflot (the website, the Information and Reservation Center, sales offices, and self-service kiosks) or at the offices (ticket offices) of the authorized ticket sales agents.

A booking results in an electronic record being created in the booking system of PJSC Aeroflot with a unique number (PNR) assigned to the booking.

To obtain a ticket, the passenger has to present an identification document.

Passengers who are eligible for air travel benefits or purchase special fares shall provide identification documents and documents that confirm their eligibility for benefits or special fares.

The passenger shall receive the issued ticket or e-ticket itinerary receipt either directly at the point of sale or by email at the address specified at the time of booking to be printed out by the passenger him/herself.

The issued paper ticket or e-ticket itinerary receipt and proof of payment should be kept for the entire duration of travel.

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

Requirements for booking a flight.

When booking a flight, the passenger shall provide PJSC Aeroflot with his/her personal data (last name, first name, date of birth, series and number of the identification document) as well as a contact telephone number and/or e-mail address. If the passenger refuses to provide such data, no booking will be made. A prior arrangement with PJSC Aeroflot is required for the following:

a passenger with a child under 2 years of age;

a minor not accompanied by an adult to be transported under the supervision of PJSC Aeroflot (in accordance with the provisions of para. 4.5.2 of these Rules);

a seriously ill passenger;

a deaf passenger without an accompanying person;

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

an unaccompanied blind or deaf passenger to be transported under the supervision of PJSC Aeroflot;

a passenger carrying a weapon and/or ammunition;

baggage that may be only transported in the aircraft cabin;

pets (dogs, cats, and birds).

During booking passengers with disabilities and other special needs must inform PJSC Aeroflot or the agent of PJSC Aeroflot that books, sells and issues documents of carriage about their special needs in order to ensure that appropriate conditions for carriage of such passengers are provided.

If payment for the flight is not made within the period prescribed by PJSC Aeroflot or the authorized agent and the ticket was not issued, the booking will be canceled automatically without notifying the passenger.

4.3. Payment Procedure.

PJSC Aeroflot or its authorized agent collects a carriage charge for transportation of passengers and their baggage on scheduled flights.

The carriage charge is determined on the basis of the amount charged by PJSC Aeroflot for the transportation of the passenger between two points on the itinerary (the “fare”) or a combination of fares from the airport (point) of origin according to the passenger contract of carriage (hereinafter referred to as the airport (point) of departure) to the airport (point) of destination, and the fees set forth in the Rules of formation and application of fares for scheduled air transportation of passengers and baggage and charging of fees in 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 for enhanced comfort, the cost of such additional services set by PJSC Aeroflot.

An authorized agent may collect additional charges for services provided to the passenger by the agent to select an optimal itinerary and fare in accordance with the priority conditions specified by the passenger and/or conditions of carriage that are common for all carriers and for advisory services.

The fare shall be specified in the document of carriage.

Payment for the flight is payable and a ticket is issued after the booking except as specified below.

Payment for the flight may be made and a ticket may be issued before the booking in case of:

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

a ticket placed in a pending status (on a wait list) (a ticket on standby status);

a ticket subject to seat availability after the end of check-in of passengers and baggage.

The fare can be paid in advance. In this case, payment for the flight can be made in one point of sale and the document of carriage may be issued in another point of sale.

Payment for the carriage of the passenger and his/her baggage is calculated using fares in effect on the date of commencement of carriage.

If PJSC Aeroflot makes changes to fares prior to the commencement of carriage, passengers holding tickets issued before such changes shall be carried at the original fare without recalculation, provided that the original terms and conditions of the contract of carriage remain unchanged.

If the conditions of the contract of carriage are changed by the passenger due to cancellation or delay of the flight specified in the ticket; if the route of transportation is changed by PJSC Aeroflot; if the flight is performed out of schedule; if the departure of a passenger has not happened due to the inability to provide the passenger a seat on the flight and on the date shown on the ticket; if a passenger was not able to board the aircraft due to the length of the passenger's screening. where the inspection of the baggage or the body search of the passenger did not detect substances and items prohibited for carriage; if PJSC Aeroflot fails to provide flight connections in the event of a through carriage; if the passenger suddenly falls ill or if a member of his/her family who travels together with him or her on the aircraft falls ill or dies, as confirmed by medical documents; if a passenger is not provided services according to the class specified in the ticket; if PJSC Aeroflot or its authorized agent has issued the ticket incorrectly (hereinafter referred to as an "involuntary change") prior to or after the commencement of carriage, no additional fee will be charged.

If the passenger changes the conditions of the passenger contract of carriage for reasons other than those specified above (hereinafter referred to as a "voluntary change") prior to the commencement of carriage, the carriage charge shall be determined on the basis of the fares in effect on the date of commencement of the new carriage.

In the event of a voluntary change made after the commencement of carriage, if the fare has changed, the passenger shall be carried at the fare in effect on the date of commencement of carriage.

Additional fees (if required) shall be paid simultaneously with the payment for the booked flight.

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

PJSC Aeroflot accepts the following payment methods for flights:

in cash;

cashless payments (including via bank cards).

A confirmation of the payment for the flight in sales offices located within and outside the Russian Federation is the e-ticket itinerary receipt (an extract from the automated information system of registration of air transportation).

In case the flight was booked and paid online, in order receive a ticket at an office (ticket office) of PJSC Aeroflot (or its agent), the passenger has to show the booking confirmation code (PNR) and produce identification documents of the passengers included in the PNR at the office (ticket office). If payment for the flight was made with a bank card via the Internet, the passenger

shall present the card that was used to pay for the flight in order to receive the paper ticket at the office.

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

4.4.1. Tickets may not be transferred for use by other persons. Only the passenger whose name and identification document details match the data provided when booking the ticket shall be accepted for carriage.

Tickets issued for flights of PJSC Aeroflot must always contain details of the passenger's identification document:

a passport or an equivalent document;

a regular international passport;

a military service card (for the servicemen who were conscripted into the army, do military service under contract or do alternative service);

a birth certificate (for the persons under 14 years of age);

a national passport (for foreign nationals);

a certificate for stateless persons;

a residence permit.

If a passenger is traveling outside of the Russian Federation, the passenger shall present the documents established by the rules for crossing the border of the country of departure/arrival.

For the purposes of identification during the check-in, the passenger must produce the identification document that was presented at the time of booking and be in possession of the ticket (if the documents of carriage are issued on an SAF form) or, if an e-ticket was issued, the passenger is recommended to carry the itinerary receipt. The check-in of passengers and baggage shall be performed 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 provided for by the applicable legislation of the Russian Federation, if necessary.

The ticket, including e-ticket, is proof of the contract of carriage by air between the passenger and PJSC Aeroflot.

4.4.2. Validity of the ticket.

A ticket is valid for carriage of the passenger and his/her baggage from the point of departure to the point of destination along the route and in the class specified thereon. Each flight coupon (part of the ticket) is valid for the segment specified thereon and travel in the class, on the date and on the flight for which it was issued.

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

The place and date of issue of the ticket shall be specified in all flight coupons thereof.

A ticket issued at the normal (full) fare is valid for carriage of the passenger and his/her baggage during one year from the date of commencement of carriage or, if none of the flight coupons have been used, from the ticket issuance date.

A ticket issued at a special fare is valid for carriage of the passenger and his/her baggage during the period determined by the rules of that fare established by PJSC Aeroflot.

A passenger is accepted for carriage if the passenger has a valid ticket that was duly issued by PJSC Aeroflot, an agent of PJSC Aeroflot, or another carrier whose documents of carriage are recognized as valid for the carriage of passengers and their baggage on flights of PJSC Aeroflot.

A passenger will not be accepted for carriage if the paper ticket presented by the passenger contains corrections or modifications made by anyone other than PJSC Aeroflot or an agent of PJSC Aeroflot.

In the event a passenger changes the conditions of the contract of carriage by air prior to the commencement of carriage, a new ticket shall be issued to the passenger. In the event a passenger changes the conditions of the contract of carriage by air after the commencement of carriage, such changes can be inserted using a sticker that has the fields corresponding to those in the ticket to be modified and is glued to the ticket if the itinerary is not changed. A ticket shall be issued only after payment of the corresponding fare. A ticket that has been paid for using a cashless system or a free ticket shall be issued only after all the requirements set froth in the rules and regulations of PJSC Aeroflot have been fulfilled.

4.4.3. Change of validity term and modification of the ticket.

The ticket validity shall be extended to the date of departure of the next flight of PJSC Aeroflot on which there is a vacant seat in the class that corresponds to the original fare paid if the passenger was unable to travel within the original ticket validity in the following cases:

the flight booked by the passenger is cancelled;

the scheduled stop of the aircraft at the point which is the passenger's point of departure, destination, transfer is cancelled or the stopover exceeds 24 hours;

the flight is not operated in accordance with the time specified in the schedule;

the passenger is not provided services according to the class indicated in the ticket;

the passenger is not provided the pre-booked seat in the cabin.

In these cases, the ticket validity shall be extended at no extra cost.

If a passenger who has a ticket paid for at the respective normal or special fare with a validity period of one year applies to book a seat, and PJSC Aeroflot is unable to provide a seat within the ticket validity, the validity of such ticket shall be extended until the next flight of PJSC Aeroflot on which a seat in the class that corresponds to the original fare paid is available.

If after beginning travel the passenger is unable to complete it within the ticket validity period due to his/her illness or the illness of a family member who travels on the aircraft together with the passenger, the validity of such ticket shall be extended to the date when, according to a medical certificate, such passenger or family member is able to travel or the first flight after such date operated by PJSC Aeroflot, subject to the availability of seats in the class of service that corresponds to the originally paid fare. The fares rules of PJSC Aeroflot may provide for a different application procedure for each specific fare.

4.4.4. Loss of Ticket.

If the passenger reports the ticket as lost or if the ticket was improperly issued or damaged, PJSC Aeroflot must take all measures within its control to determine whether a contract of carriage by air was concluded with such passenger. If it is determined that the contract of carriage was indeed concluded with the passenger, PJSC Aeroflot will accept the passenger for carriage in accordance with the terms and conditions of the contract of carriage concluded with such passenger and issue a ticket to the passenger accordingly.

In case of loss of or damage to the ticket, additional charges may be collected for the issuance of a replacement ticket on an SAF 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 applicable laws on entry, exit and transit of the countries of departure, arrival and transit. PJSC Aeroflot bears no responsibility to the passenger if the

passenger has not received such documents or visas or fails to comply with the requirements of applicable laws.

At the request of PJSC Aeroflot, the passengers must present all the documents for the exit, entry, transit, concerning the health status, and other documents that are required by the applicable legislation and must allow PJSC Aeroflot to make and keep copies of such documents or otherwise keep the data contained therein if PJSC Aeroflot deems it necessary.

4.5. Carriage of Certain Categories of Passengers.

Certain categories of persons are entitled to air travel benefits under the legislation of the Russian Federation.

A document of carriage shall be issued to such passengers upon the presentation of the documents that confirm their entitlement to air travel benefits under the legislation of the Russian Federation.

4.5.1. Carriage of passengers with children.

When accompanied by an adult 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 shall be transported free of charge on domestic flights and at a discount of ninety percent on the normal or special fare on international flights without a separate seat, unless there are special conditions attached to the special fare. If a child under two years of age is provided a seat at the request of the accompanying passenger, such child shall be carried at a discount of fifty percent on the normal or special fare unless there are special conditions attached to the special fare.

Other children under two years of age as well as children from two to twelve years of age who travel with the passenger shall be carried at a discount of fifty percent on the normal or special fare unless there are special conditions attached to the special fare, and will be provided individual seats.

At the time of issue of a ticket for a child (under 12 years of age) and at check-in the passenger travelling with the child or accompanying the child on the flight must provide to PJSC Aeroflot proof of the age of the child (his/her birth certificate). The child's age shall be determined as of the date of commencement of carriage from the original point of departure specified in the contract of carriage.

A child under 12 years of age not accompanied by his/her parents (adoptive parents, guardians) or their authorized representative who has reached the age of 18 shall be accepted for carriage only after a written application for carriage of unaccompanied child is drawn up by his/her parents, adoptive parents, guardians or custodians at PJSC Aeroflot's own sales offices or at an agent's office.

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

The free baggage allowance for children under 2 years of age (travelling without a separate seat) is 1 piece of baggage weighing no more than 10 kg and the sum of three dimensions not exceeding 115 cm regardless of the class of service.

Upon prior 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 an advance request through booking, no baby meal will be provided to a child under 2 years of age (travelling without a seat) on board the aircraft. Passengers with children under 2 years of age shall not be seated near emergency exits and safety equipment.

PJSC Aeroflot shall take all possible measures to seat the adult passenger or a passenger who in accordance with the civil legislation of the Russian Federation has acquired full legal capacity

before turning eighteen years old and the child (children) under the age of 12 years travelling with him/her next to each other.

4.5.2. Carriage of unaccompanied minors.

Unaccompanied minors are defined as children aged between 5 and 12 years who travel without their parents and are not unaccompanied by an adult and are transported under the supervision of PJSC Aeroflot. At the request of the parents (guardians), this service is also extended to children aged between 12 and 16 years.

Conditions of acceptance for carriage.

An unaccompanied child shall be accepted for carriage if:

a prior consent of PJSC Aeroflot to the carriage of the unaccompanied child has been obtained;

the accompanying persons remain with the child at the airport of departure until the departure of the flight for which the unaccompanied child is checked in;

the child will be met at the airport of arrival;

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

An additional fee as determined by PJSC Aeroflot shall be charged for the unaccompanied minor service provided to children aged between 5 and 16 years old who travel under the supervision of the carrier.

The unaccompanied minor service is mandatory for children aged between 5 to 12 years; for children aged between 12 and 16 years it is available upon request of the parents/guardians.

Unaccompanied children shall be accepted for carriage only after their parents (legal representatives) complete and sign an application for carriage of unaccompanied minor and an unaccompanied minor request.

Minor citizens of the Russian Federation, as a rule, leave the Russian Federation together with at least one of the parents, adoptive parents, guardians or custodians. If a minor citizen of the Russian Federation leaves the Russian Federation unaccompanied, he or she shall carry, in addition to the passport, a notarized letter of consent of such persons to departure of the minor from the Russian Federation, indicating the time of departure and the state(s) that he/she intends to visit. If a child leaves the country for a period exceeding 3 months, such letter of consent shall also be certified by a guardianship agency.

4.5.3. Carriage of blind (deaf) passengers.

Blind (deaf) passengers flying with or without an accompanying person shall be carried under the supervision of PJSC Aeroflot, subject to arrangement with PJSC Aeroflot.

Blind (deaf) passengers who travel unaccompanied shall be accepted for carriage under the supervision of PJSC Aeroflot only if the corresponding written application for carriage under the supervision of PJSC Aeroflot has been submitted and such carriage has been arranged with PJSC Aeroflot no later than 36 hours before the departure time specified in the flight schedule.

Deaf passengers can be carried without an accompanying person by agreement with PJSC Aeroflot.

Blind passengers may be carried accompanied by a guide dog by agreement with PJSC Aeroflot.

Blind passengers accompanied by a guide dog shall be accepted for carriage upon the presentation to PJSC Aeroflot or its authorized agent of the documents that confirm such passenger’s disability and the special training of the guide dog.

The guide dog shall be transported free of charge, in the cabin, in addition of the free baggage allowance, without restrictions of weight. The guide dog shall have a collar and a muzzle and shall be tied to the seat at the feet of the accompanied passenger.

Passengers who are both visually and hearing impaired must travel with an accompanying passenger who will assist the passenger during the flight.

4.5.4. Carriage of pregnant women.

Pregnant women travelling not later than 4 weeks of expected delivery date shall be carried according to the general terms. Pregnant women who are expected to give birth during the next four weeks, women who expect possible complications during childbirth, who have a multiple pregnancy, or who have a pathological pregnancy need to provide a written consent to the flight from their physician. Medical examination certificate must be dated not earlier than 7 days before the date of the flight. Passengers of this category shall be carried on the condition that PJSC Aeroflot will not be held responsible for any negative consequences that may occur with the mother or the baby. Before boarding the aircraft, a pregnant passenger shall sign a waiver stating that she is solely responsible for any negative consequences that may occur with her and/or the baby as a result of the flight.

4.5.5. Carriage of persons with disabilities.

A passenger must determine if he/she can travel by air, based on his/her health condition. If the passenger's age, mental or physical condition may cause deterioration of his/her health or endanger his/her life during the flight, such passenger shall be carried on the condition that PJSC Aeroflot will not be held responsible for any negative consequences occurring as a result of such carriage. Before boarding the aircraft, the passenger (or his/her legal representative in case of an incapacitated or partially incapacitated passenger) shall sign a waiver stating that he/she is solely responsible for any negative consequences for his/her life or health that may occur 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 special conditions of carriage [1] or the passenger may threaten the safety of other passengers, PJSC Aeroflot has the right to refuse to carry such passenger. The carriage of such passenger shall be agreed in advance with PJSC Aeroflot and confirmed by PJSC Aeroflot not less than 36 hours before the flight departure time.

Disabled passengers (reduced mobility passengers) or passengers with special needs must inform PJSC Aeroflot about their condition and apply for the necessary assistance when booking the flight by contacting the Information and Reservation Center no later than 36 hours before the scheduled departure of the aircraft.

The carriage of a stretcher passenger is subject to prior notification of PJSC Aeroflot not less than 72 hours before the departure time and the payment for additional seats provided for such passenger.

Wheelchair passengers who are unable to move on their own, disabled children under the age of twelve years or stretcher patients shall be carried only when accompanied by a person who provides care to such passenger during the flight.

In order to ensure aviation safety (including proper evacuation of passengers from the aircraft in cases of emergency), the number of disabled passengers and reduced mobility passengers on each flight shall not exceed the number of healthy passengers.

4.5.6. Passengers deported (administratively expelled) from the territory of the Russian Federation.

Deported passengers shall be carried in compliance with the requirements of government authorities at the expense of the federal budget.

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[1] The services specified in paras. 7 and 8 of Art. 106.1. of the Air Code of the Russian Federation do not constitute special conditions of carriage.

PJSC Aeroflot has the right to obtain information about the reasons of deportation as it bears responsibility and has a commitment to ensure safety of its passengers.

4.5.6.1. Passengers refused entry to the country of destination.

Passengers who have arrived on a flight of PJSC Aeroflot and are not allowed to enter the country due to not having a visa, an expired passport etc., or whom the competent state authorities have decided to deport from the country are issued a Deportation Order by competent authorities.

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

4.5.6.2. Deportees and persons in custody.

Deportees shall be accepted for carriage only on the flights of PJSC Aeroflot without any intermediate landings.

Persons who have been expelled from the country by state authorities due to an expired registration or visa, for political reasons, or upon completion of the prison term shall be accepted for carriage without accompanying persons.

Persons who have been expelled from the country by state authorities according to a decision on extradition of a criminal due to involvement in a criminal event, which has yet been before court, shall be accepted for carriage only when accompanied by at least two officers of the agency (per deportee) performing police functions and only after the carriage is agreed with the competent authorities of the corresponding states and PJSC Aeroflot is notified accordingly.

In order to ensure flight safety, PJSC Aeroflot has the right to be informed of the reasons for deportation of a passenger from the country and to refuse to carry the passengers at its sole discretion.

The ticket for a deportee shall be paid by the state authorities that made the deportation decision.

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

4.5.7. Carriage of passengers participating in the Aeroflot Bonus Program.

The passengers who hold silver or gold cards of the Aeroflot Bonus Program are entitled to priority check-in on flights of PJSC Aeroflot and an extra baggage allowance (+1 piece). PJSC Aeroflot has the right to prohibit carriage of baggage in excess of the baggage allowance for certain destinations by notifying the passenger thereof at the time of booking and ticketing.

The “Space+” service is provided to the passengers who hold gold cards of the Aeroflot Bonus Program free of charge.

Passengers who are members of the Aeroflot Bonus Program can request an award upgrade only at the PJSC Aeroflot’s own sales offices in Moscow or at representative offices of PJSC Aeroflot or in the Information and Reservation Center of PJSC Aeroflot (in case of e-tickets).

An upgrade is only available to one class and for round trip. An award upgrade will be booked in Business Class (booking class O).

To book an award upgrade, members of the Aeroflot Bonus Program should contact one of the PJSC Aeroflot’s own sales offices or representative offices no later than 7 days before the planned departure date.

An electronic certificate shall be issued within 3 business days after the upgrade is requested After the electronic certificate is issued, the member should contact one of the PJSC Aeroflot’s own

sales offices in Moscow or a representative office of PJSC Aeroflot and present the previously issued economy class ticket (or the booking code if no ticket has been issued) and an identification document for issuing an airline ticket in the upgraded class.

4.6. Termination of the Contract of Carriage by Air.

4.6.1. Flight cancellation by the passenger.

A passenger has the right to cancel the journey according to the procedure prescribed by the legislation of the Russian Federation. If a passenger intends to cancel the journey, the passenger or a person authorized thereby shall notify PJSC Aeroflot of the unilateral termination of the contract of carriage in one of the following ways:

a) for flights ticketed by PJSC Aeroflot's own sales offices, branches, representative offices in the Russian Federation and abroad:

by way of the passenger or his/her authorized representative personally applying to the office where the ticket was paid for, with presentation of original proof of identity and a document confirming the authority of the representative to act on behalf of the passenger, drawing up of an application in the prescribed form, and the concurrent implementation of the ticket return procedure;

if application to the office where the ticket was purchased is impossible, the passenger or his/her authorized representative should personally apply to a PJSC Aeroflot's own sales office, branch or representative office with presentation of original proof of identity and a document confirming the authority of the representative to act on behalf of the passenger and drawing up of an application in the prescribed form for subsequent claim of refund within the ticket validity period and implementation of the ticket return procedure at the office where the ticket was paid for.

b) for flights ticketed via the website of PJSC Aeroflot:

by way of the passenger or his/her authorized representative calling the Information and Reservation Center at +7 (495) 223-5555 (toll-free for calls from Moscow) or 8-800-444-5555 (toll-free for calls from Russia) with the concurrent implementation of the ticket return procedure; or

by way of the passenger or his/her authorized representative personally applying to a PJSC Aeroflot's own sales office, branch or representative office with presentation of original proof of identity and a document confirming the authority of the representative to act on behalf of the passenger and the simultaneous implementation of the ticket return procedure.

c) is case of flights ticketed via agent network:

by way of the passenger or his/her authorized representative personally applying to the office where the ticket was purchased with the concurrent implementation of the ticket return procedure;

if application to the office where the ticket was purchased is impossible, the passenger or his/her authorized representative should personally apply to a PJSC Aeroflot's own office, branch or representative office with presentation of original proof of identity and a document confirming the authority of the representative to act on behalf of the passenger and drawing up of an application in the prescribed form for subsequent claim of refund within the ticket validity period and implementation of the ticket return procedure at the office where the ticket was paid for.

d) by way of the passenger or his/her authorized representative sending a written notice to the address of PJSC Aeroflot by registered mail, enclosing a completed application in the prescribed form with notarized signature of the passenger (representative) and attaching copies of proof of identity; in this case, the time the ticket cancellation is notified is considered to be the date and the time when a complete set of documents is received by PJSC Aeroflot. The received set of documents shall be forwarded to the respective subdivision of the PJSC Aeroflot sales department for subsequent cancellation of the booking and preparation and dispatch of instructions to the agency, own sales office, branch or representative office for refunding the amount due for the

unused ticket to the passenger or his/her authorized person at the office where the ticket was paid for.

In the case of a ticket paid for by a legal entity, regardless of the sales channel, in addition to the application for ticket cancellation from the passenger, it is also necessary to submit the original power of attorney signed by the chief accountant and the general director (or persons authorized to that effect) and sealed with the organization's seal.

Should the passenger (authorized person) be unable to visit the office where the ticket was paid for in order collect a refund for the unused ticket, the refund issue shall be resolved by PJSC Aeroflot via the claim procedure.

4.6.2. Termination of contract by PJSC Aeroflot.

PJSC Aeroflot has the right to unilaterally terminate the passenger contract of carriage in the following cases:

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

2) refusal by a passenger to comply with the requirements set forth in the federal aviation rules.

3) if the state of health of an aircraft passenger requires special conditions of carriage[2] or threatens the safety of such passenger or others persons as evidenced by medical records, as well as creates disorder and unavoidable inconvenience to other persons.

4) refusal by an aircraft passenger to pay for the carriage of his/her baggage, the weight of which exceeds the applicable free baggage allowance.

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

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

7) presence of objects or substances in the effects and baggage of a passenger, which are prohibited for carriage by air.

4.7. Refund of Amounts Paid for Unused Travel.

4.7.1. The procedure for the refund of the fare to the passenger in the event of termination of the contract of carriage due to a voluntary flight cancellation by the passenger shall be determined in accordance with the conditions of the fare selected by the passenger when buying the ticket, the Air Code of the Russian Federation, the Rules of formation and application of fares for scheduled air transportation of passengers and baggage and charging of fees in civil aviation approved by Order No. 155 of the Ministry of Transport of the Russian Federation dated September 25, 2008, the Federal Aviation Rules "General rules for air transport of passengers, baggage, cargo and requirements for services for passengers, shippers and consignees" approved by Order No. 82 of the Ministry of Transport of Russia dated June 28, 2007.

In the event of termination of a passenger contract of carriage containing a provision for the refund of the fare when the passenger contract of carriage is terminated and the carrier is notified thereof

[2] The services specified in the provisions of para. 7, 8 of Art. 106.1. of the Air Code of the Russian Federation do not constitute special conditions of carriage.

before the end of check-in time for the flight indicated in the ticket, set in accordance with paragraph 81 of the “General rules for air transport of passengers, baggage, cargo and requirements for services for passengers, shippers and consignees”, due to a voluntary cancellation of a portion of the travel by the passenger, the difference between the fare(s) applied and the fare(s) for the portion(s) actually flown shall be refunded to the passenger.

The cost of the portion(s) flown shall be calculated based on the normal fare(s) for the corresponding class on the flight completed by PJSC Aeroflot for the date of commencement of carriage in effect on the day the document of carriage was issued, unless PJSC Aeroflot provides for the application of a different fare for the purposes of such calculation.

If as a result of calculation of the cost of the portion actually flown the difference between the amount paid for the carriage and the normal fare for the portion flown is negative, no additional fees will be charged.

In the event of termination of a passenger contract of carriage containing a provision for the refund of the fare when the passenger contract of carriage is terminated due to a voluntary cancelation of the entire travel by the passenger and the carrier is notified thereof before the end of check-in time of for the flight indicated in the ticket, set in accordance with paragraph 81 of the “General rules for air transport of passengers, baggage, cargo and requirements for services for passengers, shippers and consignees”, the foreign country fees, the fuel surcharge, the airport security fee and the airport terminal fee shall be refunded to the passenger; whereas the CRS fee, the ticketing fee, the MCO fee, the EMD fee, and the fee for issuing the excess baggage receipt shall not be refunded.

In the event of termination of a passenger contract of carriage containing a provision for the refund of the fare when the passenger contract of carriage is terminated due to a voluntary cancellation of a portion of the travel by the passenger and the carrier is notified thereof before the end of check-in time for the flight indicated in the ticket, set in accordance with paragraph 81 of the “General rules for air transport of passengers, baggage, cargo and requirements for services for passengers, shippers and consignees”, the foreign country fees, the fuel surcharge, the airport security fee and the airport terminal fee for the unflown portion shall be refunded to the passenger, whereas the CRS fee, the ticketing fee, the MCO fee, the EMD fee, and the fee for issuing the excess baggage receipt shall not be refunded.

In case of a voluntary flight cancellation by the passenger, a booking cancellation fee, a fee for calculating the amounts to be refunded and a refund processing fee shall be charged as per the fare rules.

In the event of termination of a passenger contract of carriage containing a provision that no refund of fare will be made when the passenger contract of carriage is terminated due to a voluntary cancellation of the entire travel or a portion or the travel by the passenger and the carrier is notified thereof before the end of check-in time for the flight indicated in the ticket, set in accordance with paragraph 81 of the “General rules for air transport of passengers, baggage, cargo and requirements for services for passengers, shippers and consignees”, the fare paid for the flight (in whole or in part) shall not be refunded to the passenger, except for the foreign country fees for the unflown portions. In the event of termination of a passenger contract of carriage due to a voluntary flight cancellation by the passenger, where the carrier has been notified thereof after the end of check-in time for the flight indicated in the ticket, set in accordance with paragraph 81 of the “General rules for air transport of passengers, baggage, cargo and requirements for services for passengers, shippers and consignees”, the fare paid for the flight shall not be refunded to the passenger.

In case of a voluntary flight cancellation by the passenger, a booking cancellation fee, a fee for calculating the amounts to be refunded and a refund processing fee shall be charged as per the fare rules.

The amount paid to PJSC Aeroflot for additional enhanced-comfort services shall be refunded if such services have not been provided.

In the event of a voluntary cancellation by the passenger of the flight to which a group fare was applied, and if as a result the minimum group size specified in the group fare rules is not met, the cost of carriage for the other members of the group shall be recalculated in accordance with the new conditions of carriage.

In the case and according to the procedure set forth in the Rules of formation and application of fares for scheduled air transportation of passengers and baggage and charging of fees in civil aviation approved by Order No. 155 of the Ministry of Transport of the Russian Federation dated September 25, 2008, when the passenger contract of carriage is terminated due to a voluntary cancellation of the entire travel or a portion of the travel by the passenger, a penalty for a voluntary flight cancellation shall be applied.

4.7.2. Penalty for a voluntary cancellation of the entire travel or a portion of the travel by the passenger.

The penalty for a voluntary cancellation of the entire travel or a portion of the travel by the passenger shall be charged in accordance with the procedure set forth in the Rules of formation and application of fares for scheduled air transportation of passengers and baggage and charging of fees in civil aviation approved by Order No. 155 of the Ministry of Transport of the Russian Federation dated September 25, 2008 and pursuant to the conditions of the fare selected by the passenger when buying the ticket.

4.7.3. Procedure for calculating the fare in the event of a voluntary change to the passenger contract of carriage

The conditions of the passenger contract of carriage may be changed unless otherwise provided by the fare rules.

If the change to the conditions of the passenger contract of carriage proposed by the passenger is not allowed by the fare rules, a refund shall be made in the manner prescribed by para. 4.7.1 of these Rules, and the new carriage shall be documented in accordance with the changes to the conditions of carriage made by the passenger.

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

In the event of a voluntary change to conditions of the contract of carriage by the passenger, the passenger may be charged a fee for making changes to the conditions of the passenger contract of carriage as per the fare rules.

The amount paid to PJSC Aeroflot for additional enhanced-comfort services shall be refunded if such services have been not been provided.

4.7.4. Procedure for calculating the amount to be refunded in case of termination of a passenger contract of carriage due to an involuntary cancellation of the entire travel or a portion of the travel by the passenger.

In the event of termination of a passenger contract of carriage due to an involuntary flight cancellation by the passenger, if no segment has been flown, the entire amount paid for the carriage shall be refunded.

In the event of termination of a passenger contract of carriage due to an involuntary cancellation of a portion of the travel by the passenger, the amount for the unflown portion shall be refunded.

The cost of the unflown portion when a fare component is cancelled shall be calculated on the basis of the applied fare.

In the event of termination of the passenger contract of carriage due to an involuntary cancellation of the entire travel or a portion of the travel by the passenger, the foreign country fees and the fuel surcharge for the unflown portions shall be refunded.

The amount paid to PJSC Aeroflot for additional enhanced-comfort services shall be refunded if such services have not been provided.

4.7.5. Procedure for calculating the fare in the event of an involuntary change to a passenger contract of carriage.

No additional fee shall be charged in the event of an involuntary change to the conditions of a passenger contract of carriage.

When PJSC Aeroflot replaces an aircraft equipped with enhanced comfort cabins with an aircraft that does not have enhanced comfort cabins or in the event of change in the layout of the aircraft, the passenger shall be refunded the difference between the fare paid and the fare for the class actually travelled.

No additional fee shall be charged if PJSC Aeroflot is forced to place a passenger in a class higher than that paid by the passenger.

Where PJSC Aeroflot operates two or more aircraft types on the route and different fare levels have been set for them, no additional fee shall be charged when the aircraft type is changed.

At the same time, if the fare specified in the ticket exceeds the fare actually travelled, the passenger shall be refunded an amount equal to the difference between the fare specified in the ticket and the fare actually travelled.

4.7.6. Procedure for settlement in case of cancellation of baggage which is subject to an additional fee.

In the event of cancellation of baggage which is subject to an additional fee, the baggage rate for the unflown portion shall be refunded.

No fees for cancellation of baggage that is subject to an additional fee shall apply.

5. Rules of Carriage of Baggage

5.1. Baggage. Free Baggage Allowance.

5.1.1. All the baggage carried by passengers, including cabin baggage, must be presented at check-in, as stipulated by flight safety requirements. The free baggage allowance depends on the flight destination and the class of service.

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

Checked baggage shall be delivered to the bearer of the baggage tag, which is a document issued by PJSC Aeroflot solely for the purposes of identification of checked baggage.

PJSC Aeroflot or the handling agent shall label the baggage of the following categories of passengers with an additional special tag: Business Class passengers, Comfort Class passengers,

Gold and Silver members of the Aeroflot Bonus Program, SkyTeam Elite and Elite Plus members, transfer passengers in accordance with their categories, VIP passengers, crew members, passengers with disabilities, unaccompanied children, etc. as applicable.

Passengers are not allowed access to their baggage from the moment it is checked in and until it is delivered, except for the purposes of its identification or additional inspection by the relevant services.

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

5.1.2. Responsibility for the safety of carry-on baggage (cabin baggage) is on the passenger. The maximum allowable weight of cabin baggage for economy class passengers is 15 kg - 1 piece and 10 kg - 1 piece for business class passengers. The sum of three dimensions of one piece of carry-on baggage shall not exceed 115 cm (maximum length 55 cm, maximum width 40 cm, and maximum height 20 cm). A special measuring stand with PJSC Aeroflot signage can be installed in the check-in area for measuring baggage dimensions.

The passengers may also carry the following articles (passenger's personal effects) in addition to the free baggage allowance and at no charge if they are carried by the passengers with them and are not put into baggage:

a handbag or a briefcase;
a folder for documents;
an umbrella;
a cane;
a bouquet of flowers;
outerwear;
printed matter for reading during the flight;
food for children to be used during the flight;
a cellular telephone;
a camera;
a video camera;
a portable computer;
a suit in a garment bag;
a baby cot if travelling with an infant;
crutches, a stretcher (if the passenger needs these items).

A folding wheelchair (not more than one and only for passengers with reduced mobility) can be checked as hold baggage free of charge, i.e. in addition to the baggage allowance.

A stroller (including stick-type stroller) shall be transported in the baggage compartment of the aircraft as checked baggage in addition of the baggage allowance. The passenger can use the stroller before boarding the aircraft. The stroller must be checked before boarding. The use of strollers at the airport before boarding and their receipt directly at the aircraft upon arrival may be restricted by the airport security requirements.

PJSC Aeroflot assumes no responsibility for carry-on baggage and personal effects that are carried by the passenger in the aircraft cabin. In the event of a break in the flight specified in the document of carriage, the passenger must take the carry-on baggage and personal effects from the aircraft with himself or herself when disembarking.

5.1.3. Requirements to the content of baggage/carry-on baggage.

At the airports situated within the Russian Federation, there are restrictions on the transportation of liquids, gels and aerosols in carry-on baggage of airline passengers. These restrictions apply to: water and other drinks, soups, syrups; creams, lotions and oils; perfumes; sprays; gels, including hair gels and shower gels; content of containers, including shaving and other foams, and deodorants; pastes, including toothpastes; mixtures of liquids and solids; mascaras; and any other similar substances. Passengers are allowed to carry the substances listed above on board the aircraft provided that they are in containers which hold not more than 100 ml. Such containers must be placed in a transparent plastic bag with a capacity of no more than 1 liter, and each passenger may carry only one such bag. These bags must be fitted with a special zipper.

Only the following substances can be transported as carry-on baggage in quantities that exceed the ones indicated above:

baby food that the child needs during the flight;

medicines needed during the flight (however, the passenger should bear in mind that during the screening process he/she will be asked to prove the need for such items and substances during the flight).

Items that do not meet the above requirements shall not be accepted for carriage.

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

Liquids purchased in duty-free shops at the airport or on board the aircraft must be packed in a securely closed (sealed) plastic, tamper evident bag which bears a reliable confirmation 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 as carry-on items (personal effects):

a medical thermometer (one per passenger);

a mercury blood-pressure gauge in 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 perishable products (not more than 2 kg per passenger);

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

non-dangerous liquids, gels and aerosols: in containers holding not more than 100 ml (or its equivalent in other volumetric measurements) that are packed in a securely closed transparent plastic bag with a capacity of no more than 1 liter (one bag per passenger).

The following dangerous substances and items are not allowed to be carried on board the aircraft as checked baggage and personal effects of passengers:

magnetized materials;

explosive materials and weapons;

poisonous and toxic agents;

highly flammable liquids;

flammable solids;

radioactive materials;

compressed and liquefied gases;

oxidizing agents and organic peroxides;

toxic matters;

caustic and corrosive matters.

The following items and substances may be carried by passengers on board the aircraft as checked baggage in the cargo and baggage compartments isolated from access of passengers during the flight, 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 locks), imitators of any weapons;

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

alcoholic beverages with a maximum alcohol content of 24 percent by volume, but not more than 70 percent in retail packages with a capacity of no more than 5 liters (not more than 5 liters per passenger);

liquids and alcoholic beverages with an alcohol content by volume of not more than 24 percent;

aerosols intended for sports or everyday purposes, with release devices protected by a cap to prevent inadvertent release of the contents, in containers holding not more than 0.5 kg or 500 ml (no more than 2 kg or 2 liters per passenger);

PJSC Aeroflot has the right to apply additional security measures on flights under increased threat, and thus may prohibit the carriage of the following items in the aircraft cabin:

corkscrews;

hypodermic needles (unless required for medical reasons and accompanied by a medical certificate confirming the medical condition necessitating carriage);

knitting needles;

scissors with a blade length of less than 60 mm;

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

5.1.4. Pooling of baggage.

If two or more passengers travel together for the same purpose, to the same destination or a point of stopover on the same flight (family members, persons who travel together or who depart on a business trip), their individual free baggage allowances (measured by the number of pieces) may be pooled upon their request (this does not apply to the carriage of weapons and ammunition). On flights to Cancun (Mexico), if passengers so desire, their baggage may be pooled under weight concept (based on the allowed weight of 15 kg per piece of baggage) instead of piece concept. In this case, the weight of one piece of baggage shall not exceed 30 kg.

Pooling only applies to the free baggage allowance. Baggage shall be registered for each passenger individually.

Baggage of passengers who travel as a group shall be registered individually for each passenger, with information to be entered in the baggage receipt for each individual passenger. A record on the number of people in the group shall be made in the ticket of one of the group members.

5.1.5. Free checked baggage allowance.

Standard conditions for determining the free baggage allowance

Class of service / booking class	Free baggage allowance
Business class, all fare groups	2 pieces
Comfort class (Premium group of fares); Economy class (Premium group of fares)	2 pieces
Economy class, all other fare groups	1 piece

PJSC Aeroflot has the right to establish exceptions from the standard conditions for determining the free baggage allowance for certain destinations, which shall be notified to the passengers at the time of booking.

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

Gold and Silver members of the Aeroflot Bonus Program as well as members of other frequent flyer programs of the SkyTeam Alliance are entitled to an extra free baggage allowance (+1 piece). The extra piece is not indicated in the ticket, and is allowed upon presentation of the relevant card at check-in (an extra piece is not allowed on flights to Cancun (Mexico)).

Children under 12 years of age have the same free baggage allowance as adult passengers.

The free baggage allowance for children under 2 years of age (travelling without a separate seat) is 1 piece with a weight of not more than 10 kg and the sum of three dimensions not exceeding 115 cm, regardless of the class of service.

This free baggage allowance applies for the entire itinerary if all travel is by flights of PJSC Aeroflot, except for code-share flights with other carriers, where the baggage allowance of the operating carrier can apply. If the passenger flies with two or more carriers, including by code-share flights, the rules of the dominant carrier on the route will apply.

Free checked baggage allowance is also listed on the official website of PJSC Aeroflot: www.aeroflot.ru.

Parameters of one piece of checked baggage

Business Class	The weight shall not exceed 32 kg, and the sum of three dimensions shall not exceed 158 cm
Comfort Class and Economy Class	The weight shall not exceed 23 kg, and the sum of three dimensions shall not exceed 158 cm
PJSC Aeroflot has the right to establish other requirements for the dimensions and weight of one piece of checked baggage for certain destinations, to be notified to the passenger at the time of booking.	

5.2. Excess Baggage.

All types of excess baggage require prior arrangement with PJSC Aeroflot at the time of booking and purchasing the ticket. The weight of one piece of checked baggage shall not exceed fifty kilograms.

The passengers must inform PJSC Aeroflot or an authorized agent in advance regarding the weight and the number of pieces of baggage in excess of the set allowance and obtain a confirmation of the possibility of carriage of such baggage. The passenger must pay for the baggage in excess of the free baggage allowance at the rate established by PJSC Aeroflot in effect on the date of transportation of such baggage.

If the above-mentioned conditions are not met, baggage in excess of the allowance will not be carried.

If the number of pieces of baggage exceeds the free baggage allowance, the sum of three dimensions of any piece exceeds 158 cm, or the weight of any piece exceeds 32 kg (for Business Class) or 23 kg (for Economy Class), the baggage in excess of the allowance must be paid for at the rates established by PJSC Aeroflot.

PJSC Aeroflot has the right to prohibit the carriage of excess baggage for certain destinations, in which case the passenger will be notified thereof at the time of booking and ticketing.

If a passenger's baggage exceeds the free baggage allowance in several categories, the final rate will be the sum of the applicable excess baggage rates.

The excess baggage rates apply to the entire itinerary, for both the outward and return flight, from the point of check-in to the first point of stopover exceeding 24 hours or the turnaround point. For flights to/from any destination in the USA, the excess baggage rates apply to the entire itinerary, for both the outward and return flight, from the point of check-in to the turnaround point, regardless of the stopover.

If travel is on separate tickets for each leg of the journey, the free baggage allowance for each leg specified in the tickets will apply. In this case, the excess baggage fee will be charged for each leg at set the rate.

The rates apply to the entire itinerary if all travel is by flights of PJSC Aeroflot, except for code-share flights with other carriers, where rates of the operating carrier can apply. If travel is with two or more carriers, including on code-share flights, the rates of the dominant carrier on the route will apply.

5.3. Carriage of Special Categories of Baggage.

All types of non-standard baggage require prior arrangement with PJSC Aeroflot at the time of booking and purchasing the ticket.

Non-standard baggage (heavy, oversized baggage, baggage that requires carriage in the aircraft cabin) as well as baggage with a declared value shall be carried upon prior agreement with PJSC Aeroflot and shall be registered at time booking or purchase the ticket. The service shall be ordered not later than 36 hours before the scheduled departure time.

5.3.1. Conditions of carriage of special (non-standard) baggage

Description of special (non-standard) baggage	Conditions of carriage

Skiing equipment (one from the following): - one piece of baggage (bag) with 1 pair of skis and 1 pair of ski poles + one piece with 1 pair of shoes; - one piece of baggage (bag) with 1 snowboard + one piece with 1 pair of shoes; - one piece of baggage (bag) with 1 pair of water skis, a bag with 1 snowboard + 1 piece with one pair of water skis or A bicycle prepared for transportation, which should have proper packaging ensuring its safety during carriage (a box, a cover) or Golf equipment packed in one container (bag) or Hockey equipment representing one piece of baggage (bag) with equipment and one piece (bag) with 2 hockey sticks or Fishing equipment packed in one container (bag): - 2 fishing rods, 1 set of fishing tackles	Is counted as 1 piece and is included in the free baggage allowance. The relevant excess baggage fee for extra pieces will apply if the total number of pieces of baggage exceeds the number specified in the ticket. Also, an additional fee will be charged if the weight of the equipment exceeds the weight allowance per piece.
Other sports equipment	Is counted as 1 piece and is included in the free baggage allowance. The relevant excess baggage fee for extra pieces will apply if the total number of pieces of baggage exceeds the number specified in the ticket and the total weight of baggage, including cabin baggage, exceeds 10 kg. Also, an additional fee will be charged if the dimensions or the weight of the equipment exceed the size or weight limit per piece.
PETC (pet in cabin)	Not included in the free baggage allowance. Additional payment will be calculated at the rate for the second piece of baggage regardless of the total number of pieces of baggage, including animals, and class of service.

AVIH (animal in hold)	Not included in the free baggage allowance. Additional payment will be calculated at the rate for the second piece of baggage regardless of the total number of pieces of baggage, including animals, and class of service. Also, an additional fee will be charged if the dimensions or the weight of the animal with its cage exceeds the limit per piece.
Weapons and ammunition therefor, representing one piece of baggage with one weapon (or one container specifically designed for transport of weapons with several weapons which belong to one passenger) and one piece of baggage with ammunition	If the weight of weapons and ammunition plus the weight of any other piece of baggage does not exceed the baggage allowance specified in para. 5.1.5. of the Rules (by weight equivalent), the weapons and the ammunition will not be regarded as a separate piece of baggage, and no additional fee will be charged. The gross weight of the ammunition shall not exceed 5 kg. Weapons and ammunition shall be transported on board the aircraft separately from the rest of the baggage in accordance with the procedure defined by the legislation of the Russian Federation
Wheelchair, baby stroller, guide dog	Free if used by the passenger

5.3.2. Animals carried in the cabin or in the hold.

Dogs, cats, birds (hereinafter referred to as pets (birds)) shall be accepted for carriage only when accompanied by adult passengers and subject to the prior consent of PJSC Aeroflot. For the purposes of carriage of pets (birds), the passenger must provide the necessary documents stipulated by the legislation of the Russian Federation, international agreements, and laws of the country to, from or through which the carriage is to take place.

Pets (birds) must be placed in a container (cage) providing for the necessary conveniences during transportation, with access of air, and equipped with a reliable locking device (lock). The bottom of the container (cage) shall be solid, waterproof, and covered with an absorbent material. The container (cage) must prevent any spillage of the absorbent material. Bird cages shall be covered with thick light-tight fabric.

No more than two non-antagonistic animals shall be accepted for carriage in each aircraft cabin and no more than 4 animals per flight. If antagonistic animals are accepted for carriage in the cabin, they shall be placed in difference cabins of the aircraft.

The weight of the pet (bird), the weight of the container (cage) and the food intended for feeding the pet (bird) is not included in the free baggage allowance, shall be paid for by the passenger at the rate established by PJSC Aeroflot, and shall not exceed 8 kg. The sum of three dimensions of the container (cage) for pets (birds) carried in the cabin shall not exceed 115 cm (maximum length 55 cm; maximum width 40 cm; and maximum height 20 cm). Passengers with pets shall not be seated near emergency exits, galleys and toilets.

Pets (birds) carried in the hold shall be placed in a container with maximum dimensions of 80x60x60 and with a maximum weight of 50 kg.

Passengers shall be accepted for carriage provided they hold a properly issued ticket.

The following are not permitted for carriage as hold baggage: animals and birds (other than pets (birds) and service dogs), insects, fish seed, reptiles, rodents, experimental and sick animals, which are prohibited from carriage as baggage by the applicable legislation of the Russian Federation, international agreements to which the Russian Federation is a party, and the laws of the country to, from or through which the carriage is to take place.

Passengers accompanied by a guide dog shall be provided seats at the end of the aircraft cabin (with the exception of the seats near the emergency exits).

Pets (birds) shall be accepted for carriage provided that the passenger assumes full responsibility for them and the service is ordered not later than 36 hours before the scheduled departure time. PJSC Aeroflot is not responsible for any injury, loss, delay in delivery, disease or death of such animals and birds as well as in case they are refused entry to or transit through any country or territory.

A number of countries have special rules regarding the entry of pets. Passengers can check information on the rules applicable to the import of pets into the country of destination in advance on the website of the Federal Service for Veterinary and Phytosanitary Surveillance or by contacting specialists of the PJSC Aeroflot Information and Reservation Center:

in Moscow: (495) 223-55-55 (round the clock);

in Russia: 8-800-444-55-55 (toll-free).

5.3.3. Baggage carried in a passenger seat.

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

the passenger has arranged this service with PJSC Aeroflot in advance;

the baggage has undergone security screening.

If such baggage has large dimensions, the passenger shall pay for an extra seat at the passenger fare (no excess baggage fee shall be charged in this case). The weight of such baggage shall not exceed 80 kg, and its dimensions shall not exceed the dimensions of a passenger seat.

Such baggage shall be placed in a seat at the window and secured with a safety belt.

Baggage that requires special conditions of carriage and is carried in the cabin shall not be checked in. Responsibility for its safety and integrity is on the passenger.

Cabin baggage must be packed so as to prevent any damage to the cabin equipment during transportation.

Baggage to be carried in the cabin shall be delivered to the aircraft, lifted, placed in the cabin, removed from the aircraft, and transported from the aircraft by the passenger who carries such baggage.

5.3.4. Musical instruments.

Musical instruments may be carried either in the hold or in the cabin. If musical instruments are carried in the cabin, the rules for the carriage of baggage carried in a passenger seat shall apply.

5.3.5. Carriage of electrically powered wheelchairs or other mobility aids.

Wheelchairs with dry-charged batteries shall be transported in the baggage compartment provided that the battery is disconnected, the battery terminals are insulated to prevent accidental short circuits, 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.

Wheelchairs with liquid-electrolyte batteries shall be carried in the baggage compartment provided that the battery is disconnected, the battery terminals are insulated, the battery is packed in a container with an absorbent material and is properly marked.

5.3.6. Fragile baggage and baggage for which the company assumes limited liability.

This category includes fragile baggage, baggage not packed in a way that ensures its safety and integrity as well as baggage with damaged packaging. Baggage of this category shall be accepted for carriage on the condition that PJSC Aeroflot does not assume responsibility for the integrity of the contents or packaging.

5.3.7. Oversized and heavy baggage.

In certain cases, baggage weighing between 32 and 50 kg and with 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 exceeding 32 kg, but not more than 50 kg) and oversized baggage (with the sum of three dimensions of one piece exceeding 203 cm) shall be subject to prior agreement with PJSC Aeroflot and shall be paid for at the excess baggage rates.

In case no prior agreement for such carriage was made with PJSC Aeroflot, PJSC Aeroflot has the right to deny carriage of oversized or heavy baggage to the passenger.

5.3.8. Rules of carriage of weapons.

On international flights, the weapons owned by passengers shall be accepted for carriage in accordance with international standards and statutory requirements of the country of departure and the country of landing.

When booking and checking in for flights of PJSC Aeroflot, the passenger shall declare his/her intention to carry weapons as baggage.

A passenger carrying weapons shall arrive for check-in no later than 1.5 hours before the departure time.

A passenger carrying weapons on flights within Russia shall have with him a permit to keep and carry weapons.

When importing/exporting weapons to/from Russia and carrying weapons through the territory of Russia, the passenger shall possess a permit to import/export weapons, issued by the authorized body of the Ministry of Internal Affairs.

In accordance with Federal Law No. 150-FZ “On Weapons” dated December 13, 1996, foreign nationals may import sporting and hunting weapons into the territory of Russia when invited by a legal entity that has a hunting license, when having a hunting contract with such entity, or holding an invitation to participate in sports events and appropriate permission issued by the Ministry of Internal Affairs.

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

Weapon imitators (pistols, revolvers, rifles, carbines, machine guns, electroshock devices, etc.) are prohibited from carriage in the aircraft cabin.

Weapon imitators may be only carried as checked baggage.

Weapons shall be accepted for carriage only if discharged, in the passenger’s packaging (covers, holsters, special containers, cases, etc.) meeting the safety and security requirements for weapons. The weapons and the ammunition shall be packed separately.

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

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

Electroshock devices and spark gaps manufactured in the Russian Federation are classified as civilian arms and shall be carried according to the procedure prescribed for the other weapons. A passenger carrying an electroshock device must have a document containing technical specifications to enable employees of the Ministry of Internal Affairs to check the device for conformity of its

output parameters with the parameters established by the applicable state standards of the Russian Federation. Electroshock devices manufactured outside Russia are prohibited from circulation in Russia; accordingly, their carriage is prohibited as well.

The weapons of passengers who have the right to keep and carry them and (where necessary) to import them to (export them from) Russia must be transferred for temporary storage during the flight at the airport of departure and delivered to the owners at the end of the flight at the airport of arrival. The transferred weapons shall be carried as checked baggage.

Carriage of gas weapon cartridges and tear gas cans is forbidden.

Officers of the Federal Guard Service of the Russian Federation and the State Courier Service of the Russian Federation who are in a duty status, as well as military personnel and employees of other paramilitary state organizations holding appropriate travel orders who accompany escorted persons shall not submit their weapons for temporary storage during the flight and carry such weapons free of charge.

Military personnel and employees of paramilitary state organizations who are in a duty status but do not have a travel order and/or do not accompany escorted persons shall also carry weapons free of charge, but shall transfer their weapons for temporary storage during the flight at the airport of departur.

5.4. Baggage Delivery.

Passengers must collect their checked baggage as soon as it is available for collection on the basis of the baggage receipt and the claim portion of the numbered baggage tag.

Checked baggage shall be delivered to the passenger who has presented the claim portion of the tag for each piece of baggage or to another person who has a notarized power of attorney from the passenger and has presented the claim portion of the baggage tag for each piece of baggage.

If a person who claims to have the right to collect the baggage cannot produce a boarding pass and the claim portion of the baggage tag, PJSC Aeroflot may deliver baggage to such person only provided that the person provides proof of his/her rights to that baggage.

Baggage shall be delivered at the destination airport. However, at the request of a passenger, baggage may also be delivered at the passenger’s point of departure prior to the commencement of carriage or transfer of the passenger, unless baggage reclaiming at those points is prohibited by the established rules, and provided that the time and the circumstances permit it.

In the event of changes in baggage claim information, such changes shall be promptly communicated to the passengers.

The baggage of Business Class passengers, Comfort Class passengers and Elite and Elite Plus passengers shall be delivered to the arrival hall and shall be delivered first.

In the event of difficulties in claiming baggage, the passenger may seek assistance from employees of PJSC Aeroflot or its handling agent at the airport.

5.5. Searching for Baggage Owner. Checked Baggage Tracing.

5.5.1. Searching for the baggage owner.

The baggage of a passenger is stored at the destination airport for free for 2 days, including the day of arrival of the aircraft which has delivered the checked baggage. Further storage of the baggage shall be provided by PJSC Aeroflot or the handling company.

The charges for the storage of baggage in excess of the free storage period shall be reimbursed by the passenger who owns such baggage in accordance with the civil legislation of the Russian Federation at the rates set by PJSC Aeroflot or by the handling company.

The baggage that is not delivered to the destination airport on time in accordance with the passenger's document of carriage through the fault of PJSC Aeroflot shall be stored at the expense of PJSC Aeroflot.

Passenger baggage that does not have a baggage tag and the owner of which has not been identified shall be considered undocumented baggage.

Passenger baggage delivered to the destination airport, including undocumented baggage, that has not been claimed within 6 months after delivery shall be considered unclaimed and shall be sold or destroyed by PJSC Aeroflot in accordance with the legislation of the Russian Federation.

PJSC Aeroflot or its authorized agent must take measures in order to find the passenger who owns the baggage within the established storage period before the sale of the baggage as unclaimed.

If the search for the owner of checked baggage has yielded a positive result, PJSC Aeroflot or its agent shall send to its owner a written notice regarding the need to collect the baggage, specifying the procedure for collecting the baggage or its delivery.

Checked baggage shall be stored for 6 months from the date of dispatch of a notice regarding the need to collect the baggage to the owner or - if the owner of the checked baggage has not been found - from the date of arrival of the aircraft at the airport. If the passenger fails to collect the baggage upon expiration of the specified period, the baggage may be sold or destroyed according to the procedure prescribed by the applicable regulations of the Russian Federation.

Carry-on items left behind or forgotten by a passenger on board the aircraft shall be stored at the airport where they were found 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, carry-on items may be sold or destroyed according to the procedure prescribed by the applicable regulations of the Russian Federation.

Perishable products that are in unclaimed or undocumented baggage shall be destroyed in the event of spoilage. The impossibility of their further storage in the baggage shall be documented via a statement that confirms the fact of spoilage.

The bearer of the baggage receipt has the right to receive the money raised from the sale of unclaimed items, less the costs incurred by PJSC Aeroflot, from PJSC Aeroflot or an authorized agent during 6 months from the date of delivery of the receipt.

5.5.2. Checked baggage tracing.

If PJSC Aeroflot has not delivered checked baggage to the passenger at the destination airport specified in the contract of carriage by air, PJSC Aeroflot shall, upon a written request of the passenger issued on the basis of the document of carriage, ensure that the required measures to search for the baggage are taken.

PJSC Aeroflot shall ensure that measures to search for the baggage are taken as soon as the passenger submits a statement regarding non-delivery of baggage.

If PJSC Aeroflot has not delivered to the passenger checked baggage that is subjected to customs clearance at the airport to which it has to be delivered according to the passenger contract of carriage, PJSC Aeroflot must inform the passenger about the steps that have to be taken by the passenger in accordance with the customs legislation of the Russian Federation or the laws of the country to which the baggage had to be delivered so that the baggage could be delivered to the address specified by the passenger.

If checked baggage has not been found within 21 days from the date on which the statement regarding non-delivery of baggage was submitted, the passenger is entitled to claim damages caused by the loss of checked baggage.

If checked baggage is found, PJSC Aeroflot shall cause the owner of such baggage to be notified and the baggage to be delivered to the airport (point) indicated by the passenger or, at the passenger's request, to the address specified by the passenger at no additional charge.

5.5.3. Mishandled and undocumented baggage.

In the event of arrival of checked baggage at an airport different from the airport(s) (point(s)) specified on the numbered baggage tag as the airport (point) of destination according to the passenger contract of carriage (mishandled baggage) or in case checked baggage arrives without a numbered baggage tag and is not claimed by any passenger (undocumented baggage), PJSC Aeroflot shall search for the owner of such baggage and store it for the entire period of searching for the baggage owner.

If there are enquiries concerning baggage, PJSC Aeroflot shall provide for delivery of the baggage pursuant to the enquiry.

If undocumented baggage arrives at the airport, PJSC Aeroflot shall provide for drafting of a relevant statement. Undocumented baggage shall be weighed, opened, its contents shall be listed and the baggage shall be sealed. The baggage shall be opened by a commission established by PJSC Aeroflot or the handing company.

If is found that undocumented baggage matches an enquiry concerning baggage, such baggage shall be delivered in accordance with the enquiry.

6. Passenger Service

6.1. Passenger Check-In and Boarding.

6.1.1. Passenger check-in.

Passengers shall arrive at the check-in location in advance, i.e. before the end of check-in time, to complete established passengers and baggage check-in procedures, pay for excess and (or) other payable baggage, undergo screening, etc. (hereinafter referred to as preflight formalities) and fulfill the requirements related to border, customs, sanitary, quarantine, veterinary and phytosanitary control set forth by the legislation of the Russian Federation or the legislation of the country of departure, and shall also arrive for boarding on time.

Passenger and baggage check-in at the airport opens 2 hours before and closes 40 minutes before the scheduled departure time, unless otherwise provided for certain destinations by PJSC Aeroflot.

Depending on the technical equipment of specific airports, the check-in closing time may vary. Information about the cities and the check-in closing times under the Aeroflot-Shuttle Program is posted on the official website of PJSC Aeroflot.

Passengers and baggage check-in shall be performed 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 provided for by the legislation of the Russian Federation, if necessary.

For the purposes of international carriage, the passenger shall have duly issued departure, entry, and other documents required in accordance with the legislation of the country to, from or through which the passenger will travel.

At the time of check-in, the passenger shall be issued a boarding pass indicating the passenger's initials and surname, the date of departure, the boarding end time, the gate number, and the cabin seat number. If necessary, the boarding pass may also contain other information.

At check-in, the passenger must present for weighing all baggage intended for carriage, except for the items mentioned in para. 5.1.2 of these Rules (passenger's personal belongings).

PJSC Aeroflot or the handling company must indicate the number of pieces and the gross weight (hereinafter referred to as the weight) of the baggage in the baggage receipt, excluding the items mentioned in para. 5.1.2 of these Rules, and/or enter information about acceptance of baggage for carriage, the number of pieces and weight of baggage, excluding items mentioned in para. 5.1.2 of these Rules, in the electronic form in the Departure Control System.

Upon baggage check-in, the passenger shall be given a part (the claim portion) of a numbered baggage tag while the other part shall be attached to each piece of baggage accepted for carriage under the responsibility of PJSC Aeroflot for the safety of the baggage from the moment it is checked by the passenger and until it is delivered to the passenger (checked baggage).

After check-in of the passenger and his/her baggage, the obligation to ensure the integrity of the checked baggage is vested in PJSC Aeroflot.

A fee shall be collected for the carriage of any baggage in excess of the free baggage allowance as well as other payable baggage at the rate set by PJSC Aeroflot. Payment for such baggage shall be registered via an excess baggage receipt or an MCO.

Passengers who are late for check-in for the flight may be denied carriage on that flight.

PJSC Aeroflot is not liable for any losses incurred by the passenger due to late arrival for check-in.

Online check-in.

Online check-in is a process that enables passengers to check in themselves (without the participation of employees of PJSC Aeroflot) via the official website of PJSC Aeroflot.

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

passengers that depart on flights of PJSC Aeroflot only, except for code-share flights departing from Moscow (Sheremetyevo Airport) or from the cities from the list posted on the official website of PJSC Aeroflot in the Online Check-in section (with the exception of flights to the USA and India);

passengers travelling without children under 2 years of age;

passengers travelling without pets;

passengers who do not require additional services, such as service for people with disabilities, unaccompanied minor service, etc.

Boarding passes shall be printed out by passengers themselves using A4 size paper.

Online check-in opens 24 hours and closes 45 minutes before the departure time; after that (until the end of check-in), the passenger may apply to the regular check-in desk of PJSC Aeroflot.

Mobile check-in.

The mobile check-in service enables passengers to check in themselves from a mobile device on the mobile website of PJSC Aeroflot and using applications for the iOs (iPhone) and Android platforms.

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

passengers departing for the USA and India;

passengers who travel with children under 2 years of age;

passengers who require additional services, such as service for people with disabilities, unaccompanied minor service, etc.;

passengers who travel with pets.

After check-in, the passenger shall receive a boarding pass in the form of 2D barcode on his/her mobile device.

Mobile check-in opens 24 hours and closes 45 minutes before the departure time; after that (until the end of check-in), the passenger can apply to the regular check-in desk of PJSC Aeroflot.

Check-in via a self-service check-in kiosk.

Check-in via a self-service check-in kiosk at the airport is done by passengers themselves on the basis of booking data. After check-in, the passenger receives a boarding pass. Check-in via self-service check-in kiosks opens 24 hours and closes 45 minutes before the departure time; after that (until the end of check-in) the passenger can apply to the regular check-in desk of PJSC Aeroflot.

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

6.1.2. Boarding.

Passengers shall arrive at the boarding gate no later than the boarding end time for the flight specified in the boarding pass. Passengers shall be allowed to board the aircraft upon presentation of a boarding pass for the flight.

During boarding, the checked-in passengers shall produce their documents required for travel to the country of destination and transfer (or transit) for control.

Passengers who need assistance during boarding (ill passengers, reduced-mobility passengers, unaccompanied children) as well as persons who require special control (deportees, persons refused entry to the country, etc.) are invited for boarding before the other passengers.

During boarding, cabin baggage and carry-on items with dimensions that raise doubts can be further inspected (carry-on items can be checked using a special measuring stand) by an employee of PJSC Aeroflot or a handling agent. In case the established limits for cabin baggage and carry-on items are exceeded, of PJSC Aeroflot employee or handling agent shall register such baggage and carry-on items according to the prescribed procedure and transfer them to the baggage compartment.

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

6.2. Preflight Screening.

Before boarding the aircraft, the passengers and their personal effects shall be subjected to preflight screening.

Preflight screening of passengers and carry-on baggage is conducted in order to protect the life and health of passengers, aircraft crew members and aviation personnel, to prevent possible attempts to seize (hijack) the aircraft or other acts of unlawful interference in civil aviation as well as to prevent smuggling of weapons, ammunition, explosive, toxic, highly flammable, and other dangerous substances and items that are prohibited from carriage by air for aviation security reasons.

The main objective of preflight screening is to timely detect, prevent, and preclude attempts by persons carrying weapons, ammunition, explosives, highly flammable, toxic, radioactive, or other dangerous items and substances, which can be used to harm the health of aircraft passengers and crew members, create a threat to the aircraft flight safety or cause other emergency (aviation accident), to get on board the aircraft, and also to prevent smuggling of goods and substances prohibited from air transportation for aviation security reasons and other items or substances that are prohibited from, or restricted in, circulation in Russia.

Carriage of the baggage of the passengers who have gone through screening but have not arrived for boarding or were removed from the flight for other reasons is strictly prohibited.

Preflight screening is conducted for all domestic and international flights of PJSC Aeroflot. Preflight screening is carried out after the check-in, sanitary, quarantine, veterinary, and

phytosanitary control and, for international flights, after border, customs, immigration and other types of control in addition to the above have been completed.

Screening is conducted in special rooms (inspection points) equipped with stationary screening equipment, video surveillance and video recording equipment as well as in the rooms (booths) for personal (individual) screening.

Preflight screening of passengers is conducted using technical and special facilities and/or manual (contact) method.

During preflight screening, passengers may also be subjected to a body search.

Inspection of personal effects of passengers that requires their opening shall be made only in the presence of the passenger.

Oversized items, as well as the passenger's personal effects the internal contents of which cannot be determined with the use of an introscope shall be inspected manually (by contact method).

Transfer passengers shall go through screening on a common basis.

The preflight screening procedure may vary at different airports within the flight network of PJSC Aeroflot due to specifics of the legislation of the countries from where the flights are operated. The passengers must comply with the requirements of the airport authorities of the country from where PJSC Aeroflot operates flights.

Where undeclared dangerous substances or items are detected on a passenger or in his/her personal effects, such substances and items shall be seized according to the prescribed procedure with issuance of a withdrawal certificate. One copy of the certificate shall be given to the passenger.

At the same time, an additional screening of the passenger and his/her personal effects - and, if necessary, of the baggage - shall be conducted manually.

If suspicious behavior is detected through observation of a passenger whose actions speak of his/her criminal intentions or give rise to suspicion that the passenger has weapons, ammunition, dangerous objects, or substances prohibited frp, carriage by air, specialists of the special purpose department (SPD) and a police officer shall be summoned.

In case of an extraordinary situation that has resulted in the passengers who have and who have not gone through screening being mixed, the departing passengers shall be re-screened.

6.3. Services at the Airport.

6.3.1. Services provided at the airport.

PJSC Aeroflot (the handling agent) shall provide the passengers at the airport with visual and acoustic information about the following:

the time of departure and arrival of the aircraft;

the place, the start time and end time of check-in for the flight specified in the ticket;

the place, the start time and end time of boarding the aircraft;

any delay or cancelation of a flight and the reasons for such delay or cancelation;

how to get to the nearest city, from one airport terminal to another, to other airports;

the rules and procedures for conducting preflight and post-flight screening of the passengers and baggage;

the general rules for compliance by the passengers with the requirements related to the border, customs, sanitary and quarantine, veterinary, quarantine and phytosanitary control sitpulated by the legislation of the Russian Federation;

the location of rooms for mothers with children.

At the airport, PJSC Aeroflot (the handling agent) shall provide for the following:

passenger and baggage check-in;

delivery of the passengers to the aircraft and their embarkation;

delivery of baggage to the aircraft, as well as loading, stowing and securing baggage on board the aircraft;

disembarkation of passengers from the aircraft and their delivery to the terminal building;

unloading of baggage from the aircraft, transporting and delivering baggage to the passengers.

No additional fee shall be charged for the above services to passengers.

6.3.2. Services for enhanced comfort.

The upgrade service is offered at the check-in stage to Comfort Class and Economy Class passengers who purchased “Premium” group fares for scheduled flights of PJSC Aeroflot. No upgrade for passengers of PJSC Aeroflot is allowed on code-share flights where PJSC Aeroflot is the marketing carrier (unless otherwise provided by the code-sharing agreement between PJSC Aeroflot and the operating carrier).

Passengers who have purchased an upgrade at check-in for the flight or are upgraded due Economy Class seats not being available shall not be given lounge vouchers and shall not be entitled to Business Class baggage allowance.

Economy Class passengers on flights lasting more than 3 hours may be given an opportunity to take advantage of the “Space+” service. This service is provided on a paid basis, and is documented and payable at the airport of departure. This service shall be provided free of charge to the passengers holding Aeroflot Bonus Gold Cards, to SkyTeam Elite Plus members and to passengers who have a paid Comfort Class ticket for the main route.

The provision of “Space+” seats located in the row near an emergency exit is subject to restrictions for certain categories of passengers, which are established in accordance with flight safety requirements.

If the paid “Space+” service has not been provided on board the aircraft, the amount paid shall be refunded at the passenger’s request upon presentation of an MCO bearing a note made by a check-in officer or a flight attendant at the airline’s own sales office.

Business Class and Comfort Class passengers and Gold and Silver members of the Aeroflot Bonus Program traveling on international flights may be provided the expedited passport control service.

Airport lounge.

The lounge services may be provided to Business Class passengers, Gold members of the Aeroflot Bonus Program as well as SkyTeam Alliance Elite Plus members while waiting for boarding the aircraft. No additional fee shall be charged for using the lounge.

For flights within the Russian Federation, lounge services shall be provided to the Gold members of Aeroflot Bonus Program. SkyTeam Elite Plus members shall be provided lounge services regardless of the class of service if one of the flight segments is an international flight.

Gold members of the Aeroflot Bonus Program and SkyTeam Elite Plus members have the right to invite one guest to the lounge. This service is provided only upon presentation of a program membership card.

A lounge invitation voucher shall be 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 via a self-service check-in kiosk), the passenger shall receive his/her invitation/voucher together with a boarding pass.

Passengers of PJSC Aeroflot can visit the lounge no earlier than four hours before the flight departure time. A connecting passenger can spend time in the lounge up to the boarding start time.

Passengers who do not have the right to visit the lounge are not allowed in the lounge.

6.4. In-Flight Service.

PJSC Aeroflot provides to the passengers a range of in-flight services depending on the type and equipment of the aircraft, duration of the flight, the time of day during which the flight operates, and depending on the class of service. In order to obtain the set of services specified by the company or ordered separately, the passenger must take the seat specified in the boarding pass.

PJSC Aeroflot provides the following on board the aircraft:

information for the passengers on the flight conditions and general rules of conduct of passengers on board the aircraft, the location of main and emergency exits, conditions concerning leaving the aircraft in emergency situations as well as the location of personal protective equipment and inflatable escape slides in the cabin;

refreshment drinks and/or hot drinks and food;

first medical aid.

Hot meals must be served to passengers on the flights longer than three hours and every four hours thereafter during the daytime and every six hours during the nighttime.

Food and hot drinks may not be provided to passengers on board the aircraft if the passenger is notified of the conditions of service on board the aircraft prior to the conclusion of the passenger contract of carriage.

A bassinet shall be provided for children under one year of age on the aircraft equipped with children's stationary bassinets. A pillow and a disposable linen set shall also be provided in addition to the bassinet.

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

No additional fee shall be charged for such services.

Alcoholic beverages may be provided to passengers (regardless of their nationality) only if they have reached the minimum age established by the legislation of the Russian Federation. If there are doubts that the person has reached the required age, a cabin attendant has the right to demand that the passenger present an identity document indicating the passenger's age.

Passengers may be provided special meals upon prior request. Special meals should be ordered at least 36 hours before the scheduled departure time. Provision of special meals can be limited by the possibilities of the airport.

Detailed information about the kinds of special meals and the possibility to provide them, about ordering of special meals, and related limitations can be found on the website or at the Information and Reservation Center of PJSC Aeroflot.

No additional fee shall be charged for ordering and provision of special meals.

6.5. Services in Case of Irregularities.

If a decision to delay the departure by more than 4 hours is taken before the scheduled departure time, PJSC Aeroflot shall provide information to the passengers in advance. If a decision to delay the departure is made less than 4 hours before the scheduled departure time, advance notification is not provided.

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

access to rooms for mothers with children to the passengers with children under seven years old;

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

refreshment drinks if the flight is delayed by more than 2 hours;

hot meals after a delay of 4 hours and every 6 hours thereafter during the day and every 8 hours at night;

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

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

organization of baggage storage.

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

For the purposes of this paragraph, the flight delay time is counted starting from the departure time indicated in the ticket.

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

In the points of transit or transfer, the passengers shall be provided with the services if they have a confirmed booking for the next leg regardless of the reasons that have caused the flight delay.

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 shall be accommodated in at least three-star hotels.

For visa-less passengers, provision shall be made for special accommodation with adherence to the procedure for servicing visa-less transfer passengers at the airport and for interaction between government agencies and other services during accommodation of this category of passengers in hotels.

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

Passengers can refuse hotel stay, but are not entitled to reimbursement for the unused services.

7. Rules of Conduct on Board the Aircraft

The passengers being on board the aircraft have the right to:

demand that all the services provided for by the terms and conditions of the contract of carriage by air, listed on the paper airline ticket and on the website of PJSC Aeroflot, specified during issuance of e-tickets or at sales offices as well as in these Rules be rendered.

While on board the aircraft, the passengers 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 specified in the boarding pass. Switching to another seat shall be permitted only with the agreement of the cabin attendant and after obtaining a relevant permission from the PIC;

keep the seatbelts fastened when the sign “Fasten seat belts” is on (it is recommended to keep the seatbelts fastened during the entire flight).

Passengers are prohibited from:

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

drinking any alcoholic beverages except those served on board the aircraft;

being in a state of alcoholic intoxication that offends human dignity and public morality;

smoking (including electronic cigarettes) on board the aircraft for the entire duration of the flight;

using safety equipment unless the crew gives such instructions;

using electronic devices and communication equipment during taxiing, takeoff and landing of the aircraft;

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

damaging any property of PJSC Aeroflot and/or removing it from the aircraft;

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

removing the animal transported in the cabin from its container (cage).

Actions to be taken by crew members in the event of violation of the rules of conduct by a passenger.

The PIC has the right to take all the necessary measures, including coercion measures, in relation to the persons whose actions pose a direct threat to flight safety and who refuse to obey the orders of the PIC.

If the PIC or crew members have reasons to believe that a person has committed or is about to commit on board the aircraft a crime or acts threatening the safety of the aircraft or the persons or property on board or endangering good order and discipline on board, the PIC or any member of the crew may apply reasonable measures to such person, including restrictive measures that are necessary in order to ensure the safety and security of the aircraft or the persons or property on board, to maintain good order and discipline on board, and be able to hand over such person to competent authorities or disembark such person.

Actions to be taken by cabin crew members in the event of violation of the rules of conduct by a passenger:

make a verbal warning to the passenger in order to explain the essence of the violation and demand that it be stopped;

recommend that the passenger get familiarized with information on the necessity to comply with the Rules of conduct on board the aircraft;

inform the purser, who shall report the violation to the PIC;

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

If a warning is delivered to such passenger and the passenger does not cease violating the rules, the PIC shall instruct the crew to use all the necessary measures, including coercion, for implementation of the decisions of the PIC.

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

stop serving alcoholic beverages to passengers in a state of alcoholic or any other intoxication;

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

using coercion measures against the person who refuses to comply with the orders of the PIC;

disembarking the offending passenger 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 PJSC Aeroflot as a result of his/her unacceptable behavior;

handing over such passenger to the police regardless of the country of landing;

compensation by the passenger of the damages caused by the passenger to PJSC Aeroflot due to damage to its property;

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

depriving the passenger of the right to further use the services of PJSC Aeroflot, including termination of the concluded contract of carriage by air without compensating its cost;

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

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

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

If a member of the Aeroflot Bonus Program violates the Rules of conduct of passengers during preflight handling and on board the aircraft of PJSC Aeroflot or aviation security rules, PJSC Aeroflot reserves the right to block the account of such member for any period, cancel all accumulated miles, cancel the member's account, and cancel the member's elite level in the program. In the event of cancellation of the member's account by PJSC Aeroflot, no further participation or re-registration in the Aeroflot Bonus Program is allowed.

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

8. Liability Insurance

PJSC Aeroflot shall insure its civil liability toward the passengers for damage caused to the life, health, and property of passengers during transportation in accordance with the applicable requirements of the current legislation of the Russian Federation.

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

Upon the occurrence of an insured event, PJSC Aeroflot shall inform each victim, whose personal information it has, about the following:

1) the rights of victims and the actions to be taken by the victims in order to receive compensation for damage incurred.

2) the insurer, all its branches and representative offices in the constituent entities of the Russian Federation (name, location, mailing address, phone number, official website URL, business hours).

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

PJSC Aeroflot must also provide this information to other persons who have requested from it information in connection with the occurrence of an insured event (beneficiaries*).

Where harm has been inflicted to the life of the victim or serious damage has been inflicted to his/her health, PJSC Aeroflot shall inform the relatives of the victim or other persons who have requested information from PJSC Aeroflot in connection with the harm inflicted to the life, health, or damage caused to the property of the victim as regards the rights of beneficiaries.

The procedure for submission of insurance claims by passengers or other beneficiaries[3] as well as the procedure and the term of payment of insurance indemnity are established by the legislation of the Russian Federation.

9. Liability of PJSC Aeroflot and of Passengers. Procedure for Submitting Claims to PJSC Aeroflot

General principles of liability.

PJSC Aeroflot bears liability to aircraft passengers in accordance with the legislation of the Russian Federation, international agreements to which the Russian Federation is a party as well as the passenger contract of carriage.

PJSC Aeroflot must compensate the damages caused during operation of an aircraft unless it proves that such damages were caused by force majeure circumstances or through the intent of the victim.

PJSC Aeroflot and passengers are liable for any violation of customs, currency, sanitation, quarantine, and other regulations in accordance with the legislation of the Russian Federation.

9.1. Liability of PJSC Aeroflot.

9.1.1. Liability of PJSC Aeroflot for any injury to the life or health of an aircraft passenger.

The liability of PJSC Aeroflot for the damage caused to the passenger's life or health during carriage by air is determined by the Air Code of the Russian Federation, international agreements to which the Russian Federation is a party, or - unless the passenger contract of carriage provides for a higher amount of compensation for damage - in accordance with the civil legislation.

PJSC Aeroflot must provide for compensation for the damage caused to the life of an aircraft of during carriage by air to be paid to the persons who are entitled to such compensation in the event of an the premature death of the family provider in accordance with the civil legislation or - in the absence of such persons - to the parents, spouse, children of the deceased aircraft passenger or - in the event of the death of a passenger who had no independent income - to the persons upon whom such passenger was dependent, in the amount of two million rubles. This compensation shall be distributed among those who have the right to receive it in proportion to the number of such persons.

PJSC Aeroflot must provide for compensation for the damage caused to the health of an aircraft passenger during 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 standards established by the Government of the Russian Federation. The amount of this compensation shall not exceed two million rubles.

If the amount of compensation for the damage to the life or health of an aircraft passenger caused during carriage by air, as determined in accordance with the civil legislation, exceeds the amount of compensation paid for the damage, the payment of such compensation does not relieve PJSC Aeroflot of its obligations to pay compensation for such damage in excess of the amount of the payment made.

[3] Beneficiary: a person whose health and / or property were negatively affected. In the event of damage to the life of a person, beneficiaries - for the purposes of reimbursement of the necessary burial expenses - are the persons who have actually incurred such expenses; in relation to the remainder of the insurance indemnity, the beneficiaries are the persons who are eligible to receive compensation in case of the death of the family provider in accordance with the civil legislation or - in the absence of such persons - the spouse, parents, children of the deceased as well as the persons upon whom the deceased was dependent if the latter did not have an independent income.

For the purposes of this article, passenger air carriage includes the period from the moment when the aircraft passenger underwent preflight screening for boarding the aircraft until the moment when the aircraft passenger left the airfield under the supervision of authorized persons of PJSC Aeroflot.

9.1.2. Liability of PJSC Aeroflot for the loss, shortage of or damage to (deterioration of) baggage and personal effects of a passenger.

PJSC Aeroflot is liable for the loss and/or shortage of and/or damage to (or deterioration of) baggage after its acceptance for carriage by air and until its delivery to the passenger or another person or legal entity unless it proves that all the necessary measures have been taken in order to prevent such damage or that it was impossible to take such measures.

PJSC Aeroflot is liable for the safety of the passenger's effects unless it proves that the loss, shortage of, or damage to these effects was due to circumstances that PJSC Aeroflot could not prevent or eliminate for reasons beyond its control or that it occurred through the intent of the passenger.

PJSC Aeroflot is liable for the loss, shortage of, or damage to (or deterioration of) baggage unless it proves that such loss, shortage, or damage have not occurred as a result of intentionally committed actions (inaction) of PJSC Aeroflot or have not occurred during carriage by air.

9.1.3. Amount of liability of PJSC Aeroflot for the loss, shortage of, or damage to (deterioration of) baggage and personal effects of a passenger.

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

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

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

for the loss of or damage to (or deterioration of) special mobility aids (including wheelchairs) belonging to passengers with disabilities or other persons with special needs: in the amount of the value of such aids.

PJSC Aeroflot is liable for the loss, shortage of, or damage to (or deterioration of) baggage as well as personal effects of a passenger that has occurred during international air carriage in accordance with the applicable international agreements to which the Russian Federation is a party.

PJSC Aeroflot shall be exempted from liability if it proves that the loss, shortage of, or damage to the baggage has occurred due to circumstances that it could not prevent or eliminate for reasons beyond its control, in particular, due to the following:

the guilt of the person who has checked or collected the baggage;

natural properties of the transported objects;

packaging deficiencies that could not be noticed by visual inspection of the accepted baggage;

special properties of the items or substances which are in the baggage, the carriage and storage of which require special conditions or precautions.

PJSC Aeroflot shall not be liable for the loss of money and securities, documents, jewelry, and other similar items placed inside baggage, which require special storage conditions during transportation.

9.1.4. Liability of PJSC Aeroflot for delayed delivery of passengers/baggage.

In case of delay in the delivery of passengers and baggage to the destination PJSC Aeroflot shall pay a fine in the amount of 25% of the statutory minimum wage established by federal laws for each hour of delay but not more than 50% of the fare, unless PJSC Aeroflot proves that the delay was due to force majeure, the need to eliminate a defect in the aircraft that threatened the life or health of the passengers on board, or other circumstances beyond the control of PJSC Aeroflot.

9.1.5. Liability of PJSC Aeroflot for damages caused by delay in the air carriage of passengers.

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

PJSC Aeroflot shall be liable for the damage and losses unless it proves that it and its employees and agents have taken all the necessary measures to prevent such damage and losses or that such measures could not have been taken.

PJSC Aeroflot shall not be liable for any damage and losses arising directly or indirectly from failure by a passenger to comply with the laws, rules, regulations or orders of government authorities of any country to, from, or through which the carriage takes place or that arise due to causes that are beyond the control of PJSC Aeroflot.

PJSC Aeroflot shall not be liable in the event that a passenger refuses from a service made available to him or her and is not obliged to compensate the damage or expenses incurred by the passenger as a result of such refusal.

9.1.6. Agreements on increase of the limits of liability of PJSC Aeroflot.

PJSC Aeroflot has the right to enter into agreements with passengers on increasing the limits of its liability as compared to the limits established by the applicable legislation of the Russian Federation and international agreement to which the Russian Federation is a party.

9.1.7. Liability for damage caused in a collision of aircraft.

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

9.1.8. Limits of liability for damage caused during carriage by air.

The owner of the aircraft is liable for the damage caused to the life or health or property of an aircraft passenger during carriage by air to the extent provided for by the civil legislation of the Russian Federation unless otherwise stipulated by an international agreement to which the Russian Federation is a party.

The owner of the aircraft is liable for the damage caused to the life or health or property of third parties during carriage by air to the extent provided for by the civil legislation of the Russian Federation unless otherwise stipulated by an international agreement to which the Russian Federation is a party.

9.2. Passenger’s Liability.

If PJSC Aeroflot has incurred damages through the fault of a passenger, such passenger shall be liable to PJSC Aeroflot to the extent of incurred damages.

Passengers shall be liable for any violation of/non-compliance with:

the terms and conditions of the contract of carriage by air and these Rules;

the orders of the pilot-in-command;

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

rules for transportation of dangerous substances or items;

flight safety rules (attempts to open an aircraft door, hatch, refusal to fasten the seatbelt, smoking in a place where smoking is prohibited, etc.).

Passengers shall be liable for violation of the public order, the order in the terminals and city agencies, airports, airfields, and aircraft, including liability for unlawful acts committed against other passengers and employees of PJSC Aeroflot.

The limits of administrative and criminal liability are set in accordance with the legislation of the Russian Federation or the legislation of the host country.

9.3. Procedure for Submitting Claims for Compensation of Damages by a Passenger.

9.3.1. General provisions.

A carrier's statement shall be drawn up by PJSC Aeroflot when delivering baggage to confirm a baggage irregularity incident, including baggage pilferage, damage, deterioration, or loss.

In the event of breach of the passenger contract of carriage, an application or a claim shall be presented to PJSC Aeroflot at the airport of departure or at the airport of destination at the discretion of the applicant. The claim shall be accompanied by all required documents confirming the right of the passenger to claim compensation: the ticket, excess baggage receipt, baggage tag, and the carrier's statement. The claim amount must be proved by the person concerned.

The absence of a carrier's statement shall not deprive the passenger of his/her right to file a claim or a lawsuit.

PJSC Aeroflot shall not be liable if the loss of or damage to the baggage resulted solely from the inherent properties or defects of the baggage.

PJSC Aeroflot shall not be responsible for fragile or perishable items, money, jewelry, precious metals, securities, commercial documents, passports, and other documents that are placed in checked baggage.

9.3.2. Persons entitled to file claims for breach of the passenger contract of carriage.

The following persons have the right to file a claim to PJSC Aeroflot in the event of breach of the passenger contract of carriage:

in the event of loss, pilferage of, damage to (deterioration of) baggage, as well as a delay in baggage delivery: the passenger or his/her authorized representative upon presentation of the baggage receipt or the carrier's statement and a duly executed power of attorney;

in the event of termination of the passenger contract of carriage by PJSC Aeroflot or other violations of the contract of carriage: the passenger.

9.3.3. Time and procedure for filing claims to PJSC Aeroflot relating to domestic air carriage.

Claims against PJSC Aeroflot in relation to domestic air transportation can be filed within six months. The said period shall be counted from the date of occurrence of the event that has given rise to the submission of the claim.

PJSC Aeroflot has the right to accept a claim for consideration after the expiration of the deadline for submitting claims if it finds that the reason for failure to meet the above deadline is valid.

9.3.4. Time and procedure for submitting claims to PJSC Aeroflot relating to international air carriage.

In the event of damage to (deterioration of) baggage during international air carriage, the person entitled to receive such baggage shall inform PJSC Aeroflot upon identifying such damage by giving a notice in writing not later than seven days from the date of receipt of the baggage. In the event of a delay in delivery of baggage, the claim shall be made within twenty-one days from the

date of delivering the baggage to the person who is entitled to receive the baggage. Such notice serves as the basis for drawing up a carrier's statement.

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

In the event of a baggage irregularity (damage) on international flights, in addition to the documents listed in para. 9.3.1. of these Rules, a claim for damage to baggage shall be accompanied by a declaration of the passenger indicating the value of the damaged baggage and the date of its purchase.

If damage is found outside the airport, the passenger must prove the fault of PJSC Aeroflot in such damage.

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

If necessary, the passenger shall be asked to provide photos of the damaged baggage, specify the brand, article number, place of purchase or to put the baggage at the disposal of PJSC Aeroflot.

PJSC Aeroflot shall not be liable for minor damage to baggage (scratches, abrasions, absence of a padlock) that does not affect its further use.

When the contents of the baggage are damaged, the passenger shall indicate the value of the damaged items in the application and submit them to PJSC Aeroflot if necessary.

The liability of PJSC Aeroflot for damage caused during transportation of baggage accepted for carriage without a declared value shall be limited to 20 U.S. dollars per 1 kg of baggage.

In the event of a loss of baggage on international flights, in addition to the documents listed in para. 9.3.1. of these Rules, the claim for loss of baggage shall be accompanied by a declaration of the passenger with a list of the articles contained in the baggage indicating their value.

In the event of pilferage from baggage on international flights, in addition to the documents listed in para. 9.3.1. of these Rules, the claim shall be accompanied by a declaration of the passenger, with a list of the missing things.

Compensation shall be paid if the difference between the weight of checked baggage and received baggage has been established.

PJSC Aeroflot shall not be liable for loss, shortage of, or damage to carry-on items or any other property that the passengers carry with themselves, unless it is proven that the damage was caused through the fault of PJSC Aeroflot.

10. Final Provisions

These Rules can be amended by PJSC Aeroflot without prior notice to the passengers. However, if the carriage has been paid for, such changes shall not apply to such carriage.

Amendments and additions to these Rules shall be made in the form of a new version of the document, which shall be approved and put into effect by order of the General Director.