

Rules of issuing ticket refunds for Aeroflot agents working under direct agency agreements and reporting via SIRAX-Portal of PJSC «Aeroflot»

Main points

All ticket refunds are carried out through the reservation system.

No additional authorization is required for refunds issued in accordance with the fare rules.

If a request is received to refund a partially used ticket or the fare difference (in case of an involuntary service class downgrade), the agent should independently calculate the amount of refund based on unused segments and in line with the instructions laid out in the Manual for Agents published on Aeroflot official website - <http://www.aeroflot.ru/ru-ru/about/instructions>.

In case of refund of the reissued ticket, the last ticket in the sequence of reissued tickets (i.e. the one with OPEN/OK coupon statuses) is presented for refund, even if the last reissuance was made at an Aeroflot office/representation rather than the agent's office (refund for unused transportation always is made at the point of payment). To carry out the refund of tickets reissued at an Aeroflot office/representation you must contact the agency sales support service by e-mail salssupport@eroflot.ru with a request to change the status of coupons from OK to RFND.

The supporting documents should be provided either in Russian or English language. In case the original document is put together in a language other than Russian or English, it's necessary to attach a scanned color copy of a notarized Russian translation. In addition, it's crucial to remember that not only the text of the document must be translated into Russian, but also the entire information contained in the stamp of a medical institution.

Scanned color copies of supporting documents need to be attached to the uploaded report files in the authorized user account of Aeroflot's SIRAX-Portal. The original supporting documents have to be kept by the agency for five years and be submitted upon first request of the airline's Accounting Department within two days from the date of that request.

If agents fail to comply with the requirements of the present document, PJSC «Aeroflot» is entitled to apply penalties, as demanded by the airline's current ADM policy.

I. The following types of refunds may be issued using the reservation system without additional authorization:

1) Involuntary refunds due to cancellations, delays, corrections or changes in the schedule when passengers use Aeroflot flights (as part of a single ticket with the accounting code «555»), on condition all the necessary documents are available and all the required information is entered in PNR:

- flight cancellation;
- irregular connections between flights issued on a single ticket (if the carriage was issued on separate tickets, the airline will consider these tickets to be two different carriages);
- flight schedule changes/corrections, in case the change of the departure time to an earlier one and/or the change of the arrival time to a later one is 1 hour or more;
- the OSI/SSR remark in the reservation entered by Aeroflot and indicating that the flight has been cancelled/delayed or that the Minimum Connection Time has increased, resulting in irregular connection.

Example of PNR remark:

P- 1 (1H) ASC 1743/07DEC DEP 1255 ISO DEP 1145

- an itinerary receipt/print-out of PNR/boarding pass with a note made by the airline's/airport's authorized representative;
- an official written permission from Aeroflot Representation / Sales Department.

If transfer carriage was issued on separate tickets and if a passenger misses the connecting flight – the refund will be made in line with the rules of the voluntary refund.

2) Involuntary refunds due to medical reasons (in case of passenger's illness or illness of his/her family member or a close relative who is traveling together with that passenger on board the aircraft). Such refunds are made if all the presented documents are in line with the established requirements and the agent is able to attach them to the sales report in the carrier's Portal (Portal – a system used to prepare and process sales reports).

This type of refund can be requested only if item 227 of the Federal Aviation Regulations (FAR-82) is complied with: an involuntary refusal of air travel by a passenger is a refusal due to passenger's illness or illness of his/her family member or a close relative who is traveling together with that passenger on board the aircraft. The illness must be confirmed by medical documents and kinship confirmation documents (if necessary), on condition the carrier is notified about the situation before the end of the check-in period (item 81 of FAR-82) on the flight specified in the ticket (the reservation must be cancelled no later than 40 min. before departure).

A request for involuntary refund due to medical reasons will not be looked into if the reservation was cancelled more than one day before the passenger fell ill (was hospitalized), as confirmed by documents.

In case the air travel was not issued on a single ticket, the decision on whether to refund each of the tickets will be made separately and depending on the conditions of each of these tickets.

The attachments must contain scanned color copies of the original supporting medical documents, each of which must have a clearly written name of the medical institution, the position and last name of the person who issued the document and details of that institution (address, contact information).

Scanned color copies of the below documents may be attached to confirm passenger's illness: medical certificates (temporary disability leaves), extracts from the medical institution (or from in-patient facilities) containing the dates of hospitalization, doctor's certificate arranged on the pre-printed forms of a medical institution with stamps and signatures of the individuals in charge (head doctor / chief of department / attending medical doctor), including the seal of the medical institution the imprint of which has to contain the institution's full name. It is mandatory for such documents to specify the date when the passenger fell ill. In addition, the dates of treatment/hospitalization that are specified in such documents must include the scheduled departure date based on the first unused air ticket coupon. If on the date of departure, the passenger is no longer in hospital (has been dismissed), yet flying is still medically inadvisable, an additional certificate from an attending physician needs to be attached stating contraindications to air travel during the given period.

In case of illness of a family member/close relative, it is also required to attach scanned color copies of the documents confirming kinship. The document that confirms kinship is a document (or a number of documents) that allows to clearly and unambiguously determine kin relations.

Aeroflot understands family members to be: spouses, parents and children (adoptees and adopted). Close relatives are: grandfathers, grandmothers, grandsons, full- and half-blood siblings, parents in law.

When issuing involuntary refunds, agencies are not allowed to accept medical documents that don't meet the above requirements.

Important! If, for any reasons, the documents have already been looked into by Aeroflot representation/Sales Department and the agent has already received a written permission to refund the ticket, the report that's sent through the Portal must have that permission attached. In such a case, no other copies of medical documents are needed.

3) Refunds resulting from inability to provide air travel for a passenger because he/she could not get a seat on the flight/date/class of service indicated in his/her ticket. Such refunds are made if the supporting documents are available: itinerary receipts and/or print-outs of the reservation with a note saying that it wasn't possible to provide a seat or a service class on the flight indicated in the ticket (with a personalized stamp and/or signature of the airline's employee or the service agent).

4) Refunds resulting from inability to provide air travel for a passenger because of delays during pre-flight inspections at the airport. Such refunds are made if no objects or substances prohibited for transportation have been found in passenger's baggage or during passenger screening.

As a confirmation, it's required to attach a scanned color copy of the itinerary receipt/print-out of the reservation/boarding pass with a note saying that the passenger was late because of lengthy inspection procedures and that no prohibited objects or substances were found (that note must be certified by a personalized stamp and/or the airline employee's signature or signature of the service agent). A scanned color copy of the document given by the employees who carried out the inspection can also be accepted as confirmation.

5) Refunds resulting from inability to provide air travel for a passenger because of passenger's death, death of his/her family member or a close relative. The refund will be issued if the death occurred before the flight's scheduled departure time based on the ticket's first unused coupon and on condition Aeroflot was notified about the situation during the fare validity period. In case of passenger's death, the airline must be notified by the person who paid for the flight or by the deceased passenger's successor.

The attachments have to include scanned color copies of supporting documents: a death certificate and documents confirming kinship (if it's the death of a family member or close relative).

6) Refund of the fare difference in case of service class downgrade¹.

In such situations, Aeroflot will accept the following documents as a confirmation:

- scanned color copies of itinerary receipts/print-outs of the reservation with a note explaining why the requested service class specified in the ticket was not provided. That note must be certified by a personalized stamp and/or the airline employee's signature or signature of the service agent;

and/or

- scanned color copy of the boarding pass.

7) Refund of duplicate tickets (duplicate tickets are those that were issued for the same passenger, for the same dates/flight numbers, classes of service, and in the same fare group). Such refunds are issued on condition the information in one ticket is exactly the same as the information in the other ticket and if the refusal notice was received by the airline no later than 24 hours before the scheduled departure time based on the first coupon of a totally unused ticket (if the tickets are issued in different PNR).

¹ Refund of the fare difference is carried out as an additional refund on the report (not through GDS).

II. Other types of refunds will be made only after receiving a written permission in response to an official written request sent to Aeroflot representation/Sales Department:

1) Refunds due to cancellation/delays/loss of connection when traveling on flights of other carriers (as part of a single ticket with the accounting code «555»).

The request needs to specify the number and date of the cancelled/delayed flight. As a confirmation, it's required to attach the reservation's history with the relevant notes and/or an information letter from the operating carrier about the fact that the scheduled flight was cancelled/delayed/moved.

2) Refunds of duplicate tickets (duplicate tickets are those that were issued for the same passenger, for the same dates/flight numbers, classes of service, and in the same fare group) in case the fare codes don't match.

The request has to specify the duplicate ticket's number. As a confirmation, it's required to attach a copy of the duplicate ticket and the reasons why ticket duplication occurred.

In case duplicate tickets were issued in different PNRs, the refusal that will be deemed involuntary will be the refusal of all the carriages except for the one issued originally and on condition the airline is notified about the refusal no later than 24 hours before the scheduled departure time based on the first coupon of a totally unused ticket.

In case duplicate tickets were issued in one PNR, the refund that will be deemed involuntary will be the refund of any of the tickets, on condition the ticket that's being refunded is completely unused.

If a request to refund a duplicate ticket is made less than 20 days before air travel commencement on a given route, it's recommended to change the status of the ticket requested to be refunded to «R» (RFND) using a zero refund procedure (in GDS Amadeus – non-reported refund) in order to prevent inappropriate use of the flight segments of duplicate tickets.

3) Other involuntary refunds need to be complemented by an accompanying explanatory letter that has to specify in detail the reasons for refund.