

Rules of issuing SU tickets with special service requests EXST/STCR/CBBG

General points

It is not allowed to book extra seats for EXST/STCR/CBBG on SU flights in separate PNR.

If the reservation system (GDS) being used does not allow the creation of a name field in a PNR in strict accordance with the requirements mentioned below, then issuing a flight in such a system is prohibited.

Tickets may be issued only after special service (SSR) confirmation from the airline.

When booking EXST/CBBG for Aeroflot marketing flights operated by other airlines under "code-share" agreements, SSR elements EXST and CBBG should be entered in PNR during the first transaction simultaneously with the input of the name field and other mandatory PNR elements.

1. EXST – extra seat(s) at the wish of a passenger.

The airline may book one or several extra seats (EXST) for a passenger who decides to travel with additional comfort inside the aircraft cabin.

EXST service is provided only for individual passengers, not for a group or its part. Several extra seats may be booked depending on the aircraft layout (number of seats in a row).

Extra seats must be reserved and paid for. A passenger needs to pay one additional applicable adult fare for each extra seat in the cabin (discounts for children "CH" are not allowed).

The carriage will be issued on one ticket. Taxes are collected from a single ticket/passenger, but with due attention paid to the amount of fare and the class of service, which may influence the amount of taxes. When filling the "Fare Calculation" column, the fare for an extra seat (seats) is shown with an additional "Q" code, with a breakdown of the corresponding fare components (using other formats is prohibited!).

Additional SSR/EXST elements must be added in passenger's PNR (for example: SSR/EXST – TWO ADD SEAT FOR PERSONAL COMFORT) and SSR/NOML (NO MEAL FOR EXST).

The number of NOML requests, if the format of the reservation system used allows it, must correspond to the number of seats requested as EXST¹. It is recommended to request particular seats in the cabin (if available) together with the SSR/EXST element, depending on the aircraft layout.

In the ticket's "Name of Passenger" column enter the "EXST" abbreviation after passenger's last name. When entering several extra seats, put their number before "EXST" (example: "2EXST"), or enter that number in the "ENDORS/RESTR" field.

Note: When issuing several extra seats in GDS Galileo, it's necessary to enter abbreviations «EXST», «EXSTA», «EXSTB» in place of passengers' names. After that, it's required to contact the Sales Support Service for Agents (salessupport@aeroflot.ru) to correct the name field.

¹ If the GDS used does not allow to request special meal after adding NOML request, you should contact the Sales Support Service for Agents (salessupport@aeroflot.ru) to make necessary corrections in the PNR.

Examples:

1) Passenger requested one extra seat. PNR should be created for two seats, with the following data in the PNR name field:

2IVANOV/PETR MR/EXST (or 2IVANOV/PETR MR EXST/EXST);

2) Passenger requested two extra seats. PNR should be created for three seats, with the following data in the PNR name field:

3IVANOV/PETR MR/EXST/EXST

3) Passenger requested three extra seats. PNR should be created for four seats, with the following data in the PNR name field:

4IVANOV/PETR MR/EXST/EXST/EXST

Example of filling the “Fare Calculation” field in the ticket of a passenger who requested one extra seat:

MOW SU IST **Q136.93** 136.93 SU MOW **Q136.93** 136.93 NUC547.72END
ROE0.891079

An additional “EX” code should be entered in the “Fare Basis” field, for example “TCL/EX”.

One free baggage allowance is applied for the ticket issued with EXST, in accordance with the class of service. Penalties for refunding or reissuing the EXST ticket, in accordance with the rules of the applicable fare, are collected for each booked seat, unless otherwise stated in the fare application rules.

2. STCR – passenger on a stretcher (for passengers who are unable to travel sitting in the aircraft cabin and who must be transported in a horizontal position throughout the flight).

When booking the service, the passenger (passenger's representative) must be informed that the duties of Aeroflot employees do not include the provision of healthcare services, such as medical procedures, including helping passengers to use oxygen cylinders, nursing, feeding, providing assistance with hygiene or using the toilet, moving passengers (if this involves lifting them). Under legislation, passengers have to perform the above actions independently or with the help of accompanying persons.

It is recommended to add a remark in PNR that the above information has been brought to passenger’s attention, for example:

OSI SU PAX INFRMD STCR RULES

The request for a stretcher (chamber) to transport a litter patient has to be entered in PNR’s standard SSR/STCR element no later than 72 hours² before the flight’s departure.

The booking time limit has to be set at no later than 24 hours prior to the flight’s departure time.

After the seats and a request for a stretcher (chamber) have been confirmed in SSR/STCR, the tickets must be issued no later than 24 hours³ before the flight’s departure time.

Unticketed carriage (PNR without the issued tickets) will be cancelled 24 hours before the flight’s departure without prior notice.

In case there are changes in the flight’s date, number, route, etc. in ticketed PNR the ticket must be reissued after the service is confirmed for the new flight, in accordance with the fare application rules, but no later than 24 hours before the flight’s departure. If the ticket was

² For Aeroflot flights operated by JSC “Aurora Airlines” (HZ) – not less than three working days before departure (excluding weekends and holidays).

³ For Aeroflot flights operated by subsidiary airlines under SU code – not later than 48 hours before departure.

not reissued within the specified deadline, the special service request to transport a stretcher passenger will be cancelled and the service will not be provided.

The carriage of a passenger requires three seats to be reserved in economy class – one seat for passenger and two to place a stretcher. The format of entering the PNR name field:

1SIDOROV/IVAN MR

2STCR/A/B

Note: When issuing several extra seats for the stretcher in GDS Galileo, it's necessary to enter abbreviations «STCR», «STCRA», «STCRB» in place of passengers' names. After that, it's required to contact the Sales Support Service for Agents (salessupport@aeroflot.ru) to correct the name field.

Enter in PNR elements SSR/STCR and SSR/NOML (NO MEAL FOR STCR).

The number of NOML requests, if the format of the reservation system used allows it, must correspond to the number of seats requested as extra STCR seats⁴.

Due to limitations of the maximum permissible load on a stretcher is also required to enter information about passenger's weight in the element SSR/OTHS or OSI.

Example: SSR/OTHS PAX WEIGHT 80KG

SSR/MEDA elements must be entered if it is necessary to send the carrier medical information.

Note: For some destinations additional information may be requested.

The passenger who's carried on a stretcher must pay the applicable fare in accordance with the booked sub-class and chosen fare group/brand as well as two full (without any discounts) normal fares of economy class with a one-year validity (fare prefix YFM/YFO).

Note: To calculate the amount of extra STCR seats for flights between SVO and SIP/KGD/VVO/KHV/PKC/UUS/GDX during the validity period of unified (flat) fares BPXOWRF, BPXRTRF and in case no fares with YFM/YFO prefix are present in the fares structure, you need to use two unified (flat) fares.

At child under 12 years old transportation the child discount applies only to the passenger's fare. Two additional normal economy class fares are paid without a discount.

Airport taxes and fuel surcharge applies only to passenger.

The payment for the double fare will be processed while paying for two extra seats at the YFM/YFO prefixed fare on one ticket blank. In this case:

The ticket's name field should contain the following: "SIDOROV/IVAN MR STCR".

In the "Fare Calculation" column the additional double fare with prefix YFM/YFO should be indicated with the "Q" code (it is not allowed to use other formats!), for example:

MOW SU TLV **Q1785.10** 213.86 NUC1998.96END ROE0.891079

In the "Fare Basis" column, put an additional "SZ" code, for example "QCO/SZ".

In the "Endorsements/Restrictions", put the remark "Stretcher/Paid Two Add Seats" or a similar line, for example:

P640754598/STRETCHER/PAID TWO ADD SEATS

The ticket issued with STCR has one free baggage allowance in accordance with passenger fare paid.

Penalties envisaged by the applicable fare rules for ticket refund or reissuance are not applied to payments for STCR service that are made at the double fare with prefix YFM/YFO.

The arrangement of seats and their number, which is necessary to set up a stretcher on board the aircraft or similar equipment (couch), is determined by the airline and depends on the type of aircraft. As a rule, SU flights provide seats at the end of the economy class cabin, locating them along the aisle.

⁴ If the GDS used does not allow to request special meal after adding NOML request, you should contact the Sales Support Service for Agents (salessupport@aeroflot.ru) to make necessary corrections in the PNR.

When booking a stretcher passenger, the passenger or his/her escort should be informed that transportation on Boeing 737 is provided to patients whose health condition allows them to be in a sitting position to manipulate the patient from the ambulift on the wheelchair to the medical stretcher installation on the board (and back at the airport of arrival). In the medical report of the attending physician on the absence of contraindications to air transportation it should be indicated that the patient may be in a sitting position for a short time to move to the medical stretcher installed on the aircraft.

3. CBBG – carriage of baggage on the passenger seat.

(CBBG, UNCHECKED BAGGAGE WITH ADD SEAT) – fragile or valuable baggage, including musical instruments).

Details of the transportation of musical instruments can be found in the «Rules of passengers and baggage carriage of Aeroflot PJSC» p.5.3.4 (posted on the website of PJSC Aeroflot in the section Reference Information - Legal Information – [Conditions of Carriage](#)).

Carriage of baggage on the passenger seat must be coordinated with the airline in advance, but not less than 36 hours before the scheduled time of departure.

The weight of the baggage accepted as CBBG must not exceed 80 kg on one seat; the baggage size must not exceed the size of the passenger seat (135 x 50 x 30 cm).

A separate ticket blank must be issued for each requested CBBG seat.

The same fare and taxes will be collected for carrying baggage on passenger seat as in the case of issuing the ticket for an adult passenger.

It is prohibited to issue CBBG type of carriage at discount fares (CH, SC, etc.).

Free baggage allowance is not applied to CBBG ticket. In the “ALLOW” column put «NO», «NIL» or «XX».

CBBG type of carriage requires an extra seat (seats) to be booked and additional SSR/CBBG and SSR/NOML–NO MEAL FOR CBBG elements to be entered. The number of NOML requests must match the number of seats requested as CBBG, if the used reservation system’s format allows that⁵.

An example of entering the name field in PNR for a passenger with one extra seat requested as CBBG:

2IVANOV/PETR MR/CBBG (PNR is created for two seats)

An example of entering the name field for a passenger who wants three extra CBBG seats:

4IVANOV/PETR MR/CBBG/CBBG/CBBG (PNR is created for four seats)

Note: When issuing several extra seats in GDS Galileo, it’s necessary to enter abbreviations «CBBG», «CBBGA», «CBBGB» in place of passengers’ names. After that, it’s required to contact the Agency Sales Support Service (salessupport@aeroflot.ru) to correct the name field.

Example of the SSR/CBBG element:

SSR CBBG SU NN1 TTL75KG 3PC 40X50X30CM EACH DIPMAIL

Penalties for refund or reissuance, as envisaged by the applicable fare rules, are collected for the CBBG ticket in the same way as for the passenger’s ticket.

Note: In case of diplomatic mail transported as valuable baggage an additional request SSR COUR DIPL MAIL must be added in PNR.

⁵ If the GDS used does not allow to request special meal after adding NOML request, you should contact the Sales Support Service for Agents (salessupport@aeroflot.ru) to make necessary corrections in the PNR.