

## Rules of issuing refunds using Refund Application in BSPlink

Ticket refunds in accordance with the fare rules are carried out through the reservation system. No additional authorization is required.

Involuntary refunds due to cancellations, delays, corrections or changes in Aeroflot scheduled flights are made through the reservation system. No additional authorization is required if PNR contains all the necessary information:

- 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:

OSI 1A ASC SU4558/10JAN DEP 1400 ISO SU4556/10JAN DEP 1200

All other involuntary refunds must be requested through Refund Application (RA) in BSPlink.

When issuing the Refund Application, the relevant booking must be cancelled. The Refund Application will not be authorized with an active booking (except in cases of ticket duplication in one PNR). After the Refund Application is authorized by the airline, the refund will automatically be included in the report and the airline will change coupon statuses to RFND. After the Agent completes the issuance of Refund Application in BSPlink, no further actions should be performed with the ticket in GDS, unless the authorized RA contained special directions from the airline to conduct zero refund (non-reported refund).

If a request is received to refund a partially used ticket, 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>.

The following actions are not permitted:

- to request full refund of a totally or partially used ticket,
- to create several Refund Applications for the same ticket,
- to issue Refund Application for a ticket that's not included in the sales report,
- to issue Refund Application for an expired ticket,
- issuance of Refund Application to refund a deposit for a group PNR without collecting any penalties,
- to issue Refund Application for a repeated refund of sums, due to a calculation error committed when issuing the refund in the reservation system,
- to issue Refund Application in violation of the rules set forth in this document.

### **HOW TO FILL THE REFUND APPLICATION**

It's required to specify the following in the REFUND APPLICATION:

- the number of the ticket to be refunded and the coupons requested for refund: the coupons that should be refunded must always have OPEN/OK status (RFND is also allowed in cases described in items 8-9), coupons with EXCH/USED status will not be accepted for refund (exception: see item 7) – the statuses of such coupons must be changed in advance to OPEN by sending a request to [salesupport@aeroflot.ru](mailto:salesupport@aeroflot.ru).

In case of an involuntary refund of a ticket reissued earlier, the last ticket in the sequence of reissued tickets (i.e. the one with OPEN/OK coupon statuses) must be presented for refund, even if the last reissuance took place at an Aeroflot office/representation rather than the agent's office (the refunds of sums for unused air travel services always have to be made at the location where they were paid for). When an MCO FOR REFUND, which was issued at an Aeroflot office/representation (i.e. if it was issued to the agent's ticket), is presented for refund – it is this MCO number that should be specified as the ticket to be refunded, with an attachment of its copy.

- In the *Original Issue Details* field – it's always necessary to specify details of the original ticket (if a reissued ticket is presented for refund);

- In the *Agent Contact* field – enter contact details of an employee who's responsible for making the request on behalf of the agent;

- The sums to be refunded must be written out in full in the relevant fields: the fare, the commission, the taxes with a breakdown by code. When refunding a partially used ticket, enter the total fare for the ticket in the *Gross Fare* field and specify the used part of the fare in the *Less Gross Fare Used* field. This way, the amount of fare to be refunded will automatically be calculated in the *Total Gross Fare Refunded* field. The penalty should be specified in the *Cancellation Penalty* field.

- Always make sure you enter the correct form of payment in the *Form of Payment* field – the refund must be made in the same form of payment as that of ticket issuance.

- Never leave the *Reason for Refund* field empty! It's also not allowed to put in general phrases like "*Involuntary refund*" or "*Voluntary refund due to technical reasons. Tkt cannot be refunded via GDS!*" You are required to give a specific reason for requesting this refund. In order to avoid an incorrect display of symbols, you are advised to fill this field using Latin letters. Scanned color copies of supporting documents must be attached to the Refund Application as a confirmation of the reason specified in the *Reason for Refund* field.

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.

REFUND APPLICATIONS with incorrectly completed fields or incorrect calculations of sums will be rejected.

### **GROUNDS FOR REQUESTING REFUND APPLICATIONS AND OTHER NECESSARY DOCUMENTS**

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

In the REASON FOR REFUND field, you are required to specify the reason for refund, 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 due to cancellation/delay/missing a connecting flight (as part of a single ticket with the accounting code «555») when traveling on Aeroflot flights, in case there are no relevant remarks in the booking, while the reasons for an involuntary refund have been received by the passenger at the airport in the form of a note made on the itinerary-receipt/print-out of PNR/boarding pass or by the agent in the form of an official written permission from Aeroflot representation/Sales Department (in response to a written request).

In the REASON FOR REFUND field, you are required to specify the reason for involuntary refund, the flight's date and number. As a confirmation, it's required to attach a scanned color copy of the itinerary-receipt/print-out of PNR/boarding pass with a note made by an authorized representative of the airline/airport, or a scanned copy of the official written permission from Aeroflot representation/Sales Department (in response to a written request).

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.

3) Refunds because the passenger could not get a seat on the flight/date/class of service indicated in his/her ticket resulting in non-provision of air travel.

In the REASON FOR REFUND field, you are required to specify the reason for involuntary refund, the flight's date and number. As a confirmation, it's required to attach a scanned color copy of the itinerary-receipt/printout of PNR with a note saying that the airline was unable to provide a seat on the flight or class of service indicated in the ticket. That note must be certified by a personalized stamp and/or the airline employee's signature or signature of the service agent.

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

You are required to explain the reason for involuntary refund and specify the flight's date and number in the REASON FOR REFUND field. As a confirmation, it's required to attach a scanned color copy of the itinerary receipt/print-out of PNR/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 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).

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 the flight's 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.

If the air travel was not issued on a single ticket, the decision on whether to refund each of the tickets will be made on a case-by-case basis, depending on the conditions of each of these tickets.

In the REASON FOR REFUND field, you are required to indicate MEDICAL REASONS (if the situation concerns a family member or a close relative – indicate who fell ill and degree of relationship). 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).

The below documents may be attached as a confirmation of 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 start date of passenger's illness. 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 for the given period.

In case of illness of a family member/close relative, it is also required to attach 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, grandchildren, 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.

6) Refunds 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 first unused ticket 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.

In the REASON FOR REFUND field, you need to enter DEATH OF PASSENGER (if it's the death of a family member or a close relative – indicate who passed away and degree of relationship), attach scanned color copies of supporting documents: a death certificate and documents confirming kinship (if it's the death of a family member or a close relative).

7) Refunds of the fare difference in case of service class downgrades.

In the REASON FOR REFUND field, put DOWNGRADE as the reason. To confirm downgrades, the airline will accept the following documents: scanned color copies of itinerary receipts/print-outs of PNR with a note explaining the reasons why the 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 a scanned color copy of the boarding pass, an official written permission from Aeroflot representation/Sales Department (in response to a written request, if other documents are unavailable).

8) 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 the REASON FOR REFUND field, enter «DUPLICATE OF TKT...» and the duplicate ticket's number. As a confirmation, it's required to attach a copy of the duplicate ticket with 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.

9) Refunds that were excluded from the BSP report due to technical reasons or because they were arranged incorrectly. These are the cases when coupon statuses have changed to «R» (RFND), but the refunds have not been included in the relevant report. In such cases, ticket refunds can only be made through the Refund Application in BSPlink. The refund penalty, which is deducted in line with the fare rules, will be collected at an exchange rate applicable on the date of refund (with an automatic change of coupon statuses in the reservation system to «R» (RFND)). In the REASON FOR REFUND field, you need to enter «TKT REFUND DELETED FROM BSP REPORT» or «VOZVRAT NE PROSHEL PO OTCHETU BSP».

10) Other involuntary refunds (apart from the relevant comments in the REASON FOR REFUND field) need to be complemented by an attachment of an accompanying explanatory letter with the detailed reasons for refund.



REFUND APPLICATION / AUTHORITY

REFUND NUMBER: 0400000000

Date of Issue: 08FEB13

STAT: 1

Status:

TO: 555 AEROFLOT

FROM: 92-2

TRAVEL AGENT

Address: Arbat str., 10  
MOSCOW  
119002  
RUSSIA  
Telephone: +7 495 753 81 63  
Fax:

Address: Moscow  
Russia  
Telephone: +7 495  
Fax: +7 495

AIRLINE VAT No.:

AGENT VAT No.:

AIRLINE CONTACT: mtselikovskij@aeroflot.ru  
Email: mtselikovskij@aeroflot.ru  
Phone/Fax: +7 495 2235555

AGENT CONTACT:  
Email:  
Phone/Fax: +7 495

PASSENGER NAME: IVANOV/ IVAN

Passenger Name

Contacts of the Agent making the request

REASON FOR REFUND:

AIRLINE REMARKS:

You have to give specific reasons for involuntary refund.  
No general phrases are allowed!

Specify the coupons that have to be refunded  
(coupon statuses cannot be USED or EXCH)

DOCUMENTS For REFUND:

Airline Form and Ser  
555 2626000000 1 2 17JAN13  
CNJ  
CNJ  
CNJ  
CNJ  
CNJ

Number of the ticket being refunded

Issuing Agent:  
Date (DDMMYY):  
Place (city code):

Here, enter details of the original ticket (in case of refunding a reissued ticket)

FORM OF PAYMENT

Cash: Yes  
Cash Amount: 7341.00

Form of payment must be the same as the one during ticket issuance

Partial Refund: No TOUR CODE:  
Electronic Ticket Auth Code:  
CURR Code: RUB

Ticket fare

|                           |        |         |
|---------------------------|--------|---------|
| GROSS FARE                |        | 5500.00 |
| Less Gross Fare Used      |        | 0.00    |
| Total Gross Fare Refunded |        | 5500.00 |
| Commission                | Comm % | 7.00 %  |
| Tax                       | RU     | 41.00   |
| Tax                       | YQ     | 1500.00 |
| Tax                       | YR     | 300.00  |
| Tax                       |        | 0.00    |
| Tax                       |        | 0.00    |
| Tax                       |        | 0.00    |
| Tax                       |        | 0.00    |
| Cancellation Penalty      | CP     | 0.00    |
| Misc Fee                  | MF     | 0.00    |
| REFUND TO PASSENGER       |        | 7341.00 |

Don't forget to indicate commission

The used part of the fare, in case of refunding a partially flown ticket

Taxes must be specified by codes

Total amount refunded to passenger

Attach copies of supporting documents