Request for involuntary refund through Refund Application in BSPlink

Ticket refunds made in accordance with the fare rules that are in effect at the time of refund shall be made through the booking system. No additional authorization is required.

Refunds of unused taxes (if they are refundable) shall be made through the booking system. No additional authorization is required.

Involuntary refunds due to cancellation/delay of Aeroflot's own flight are made through the booking system. No additional authorization is required if PNR contains information on cancellation or delay.

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

When filling out the Refund Application, the corresponding booking must be cancelled. The Refund Application will not be authorized with an active booking (except for 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 the coupon statuses to RFND. After completing the Refund Application in BSPlink, no further actions must be performed by the agent with the ticket through GDS, if the authorized RA contained no special directions from the airline to conduct a zero refund (non-reported refund).

In case a partially used ticket is requested for refund, the agent will independently calculate the refund amount for unused segments.

HOW TO FILL REFUND APPLICATION

It is required to specify the following in a REFUND APPLICATION:

- number of the ticket to be refunded and the coupons requested for refund: the coupons that should be refunded must necessarily have OPEN/OK status (RFND status is also possible for a case described in paragraph 10), coupons with EXCH/USED status will not be accepted for refund.

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 rather than the agent's office (the refund of sums for unused services is always made at the location where they were paid for). When refunding an MCO FOR REFUND issued at an Aeroflot office (if it’s been issued on the agent’s ticket), 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 section – it’s necessary to specify the original ticket details (if the reissued ticket is presented for refund);
- In the Agent Contact field – enter the contact details of the employee responsible for making the request on the part of the agent;
- The sums to be refunded must be written out in full in the relevant boxes: fare, commission, taxes with a breakdown of codes. When refunding a partially used ticket, enter the total ticket fare in the Gross Fare box and specify the used part of the fare in the Less Gross Fare Used section. In this way, the amount of fare to be refunded will automatically be calculated in the Total Gross Fare Refunded box. The penalty should be specified in the CP box. RA whose calculation details have been entered or worked out incorrectly will be rejected.
- Please make sure you enter the correct form of payment in the Form of Payment box – the refund must be made in the same form as the form of ticket issuance.
- The Reason for Refund box should not be empty! It’s also prohibited to put general phrases like “Involuntary refund” or "Voluntary refund due to technical reasons. Tkt cannot be refunded via GDS"! It is mandatory to give a specific reason for requesting this refund. In order to avoid an incorrect display of characters, it is advisable to fill this box using Latin letters. To confirm the reason specified in the Reason for Refund box, it is mandatory to attach scanned copies of supporting documents to the Refund Application.

The supporting documents should be presented in Russian or in English. When referring with a request to Aeroflot’s representation, it is allowed to accept documents arranged in the official state language of the country where the airline’s representation is located, with an enclosed non-professional translation into the Russian language and certified by the representation’s employee. In other cases, it is mandatory to provide the Russian translation of the document certified by a notary public.

GROUNDS FOR REQUESTING REFUND APPLICATION AND OTHER NECESSARY DOCUMENTS

1) Refunds due to cancellation/delay/missed connection (if the flight is issued on a single ticket of 555 stock) when traveling on flights of other carriers.
In the REASON FOR REFUND box, it is required to give a reason for refund, the number and date of the cancelled/delayed flight. As a confirmation, it’s necessary to attach a booking history with the corresponding remarks and/or a certificate from the operating carrier on the fact of cancellation/delay/scheduled flight change.

2) Refunds due to cancellation/delay/missed connection (as part of a single ticket) when traveling on Aeroflot flights, if there are no corresponding remarks in the booking, while the reasons for an involuntary refund have been received by a passenger at the airport in the form of a remark on the itinerary-receipt or by an agent in the form of an official written permission from Aeroflot’s representation/Sales Department (in response to a written request).

In the REASON FOR REFUND box, it is required to give a reason for refund, and also the number and date of the flight that’s the basis for an involuntary refund. As a confirmation, attach a scanned copy of an itinerary-receipt containing a remark made by an authorized representative of the airline/airport, or a scanned copy of the official written permission from Aeroflot’s representation/Sales Department (in response to a written request).

3) Refunds in case a passenger refers to Aeroflot’s office to cancel PNR earlier than 24 hours before the flight’s departure, in case of presenting a ticket for refund to the agency less than in 24 hours prior to the flight’s departure time or after the flight’s departure time (for tickets at fares whose fine/forfeit collection of 25% depends on the time when the ticket is submitted for refund – "IF TICKET IS PRESENTED FOR A REFUND")

In the REASON FOR REFUND box, it is required to provide a reason (for example, "PNR CANX IN SU OFFICE"). As a confirmation for refund in accordance with the rules effective for making a refund earlier than 24 hours prior to the departure time, it’s necessary to attach a scanned copy of Aeroflot’s official confirmation with a stamp confirming the date and time of PNR cancellation (always to be given to a passenger in case of removal of agent’s PNR at Aeroflot’s office).

In all other cases for tickets issued at refundable fares, if PNR was removed by an agent or by an employee at Aeroflot’s office before check-in close time (no later than 40 min before the flight’s departure time indicated in the ticket), there is no need to request Refund Application – in this case, the agent has the right to independently (i.e. through GDS) make a refund while collecting the corresponding penalties during the fare’s validity period plus 30 days.

4) Refunds in case of the non-provision of air carriage due to the failure to provide a passenger with a seat on board the aircraft on the flight/date/class of service indicated in his/her ticket.

In the REASON FOR REFUND box, it is required to provide a reason for refund, and also the number and date of the flight that’s the basis for an involuntary refund. As a confirmation, attach a scanned copy of an itinerary-receipt/printout of PNR with a remark confirming the airline’s inability to provide a seat on the flight or class of service indicated in the ticket. The document must be certified by a personal stamp and/or signature of the airline’s employee or a ground handling agent.

5) Refunds in case of the non-provision of air carriage due to the delays in passenger’s pre-flight inspections at the airport, in case no objects or items prohibited for transportation have been found in passenger’s baggage or during screening.

It’s necessary to indicate a reason for refund in the REASON FOR REFUND box, as well as the number and date of the flight that’s the basis for an involuntary refund. As a confirmation, attach a scanned copy of the itinerary-receipt/PNR printout/boarding pass with a remark on passenger’s delay due to lengthy inspection procedures and absence of prohibited items and objects. The document must be certified by a personal stamp and/or the airline employee’s signature or signature of the ground handling agent. A scanned copy of the document given by the inspection service can also be accepted as confirmation.

6) Refunds due to medical reasons (due to illness of a passenger or his/her family member or a close relative who is traveling together with him/her on board the aircraft).

Such refunds can be requested only if paragraph 227 of the Federal Aviation Regulations (FAR-82) applies: an involuntary refusal of air carriage by a passenger shall be recognized in case of passenger’s illness, member of his/her family or a close relative, who is traveling with him/her on board the aircraft, which must be confirmed by medical documents, ..., on condition the carrier is notified about the matter before the end of passenger check-in (as established by paragraph 81 of the present Regulations) on the flight indicated in the ticket (the booking must be cancelled no later than 40 min before the flight’s departure).

In the “REASON FOR REFUND” box, it is required to indicate "MEDICAL REASONS" (if the situation concerns a family member or close relative, specify who is sick and degree of relationship). Enclose scanned color copies of original supporting medical documents – these documents must contain the legible/readable name of the medical institution, official position and last name of the person who issued the document, as well as the details of that institution (address, contact information).

As a confirmation of illness, it is allowed to accept sick lists (temporary disability leaves), summaries from the medical institution (hospital) with dates of hospitalization, certificates on the forms of medical institutions, certified by
the seal and signature of the persons in charge (chief doctor/head of ward/attending physician), and also by the seal of the medical institution (whose image must contain full name of that medical organization). In addition, the dates of treatment/hospitalization specified in the certificates must include the departure date based on the first unused segment. If a passenger is no longer in the hospital by the departure date, but flying is still medically unadvisable, then an additional certificate from an attending physician needs to be presented containing contraindications to air travel for the given period.

In case of illness of a family member/close relative, it is also necessary to attach the documents confirming kinship. The documents that confirm kinship are documents (or a set of documents) that allow clearly to determine the familial relationship.

Aeroflot rules state that family members are: spouses, parents and children (adoptees and adopted); close relatives are: grandfather, grandmother, grandson, granddaughter, brother, sister, stepbrother, stepsister, parents in law.

When issuing an involuntary refund, the agency must not accept medical documents that don’t meet the requirements given above.

7) Refunds due to passenger’s death, death of his/her family member or a close relative, that occurred before the flight’s departure indicated on the ticket’s first unused coupon, on condition Aeroflot is notified about the matter during the fare’s validity period. In case of passenger’s death, the notification must be made by the person who paid for the flight, or by the deceased passenger’s relative.

In the REASON FOR REFUND box, it is required to put "DEATH OF PASSENGER" (if the situation concerns a family member or close relative, specify who died and degree of relationship), attach scanned copies of supporting medical documents: death certificate and documents confirming familial relationship (if the matter concerns the death of a family member/close relative).

8) Refunds due to visa denial (does not apply to flights issued at group, charter and block-charter fares).

In the REASON FOR REFUND box, it is required to indicate "VISA REJECTION" or "OTKAZ V VIZE" with an attachment of copies of official documents on visa rejection. The document that’s given by the authorized consular (visa) service (embassy) of the country indicated in the ticket, must contain details that clearly confirm rejection of visa issuance by a certain state (with a necessary indication of the institution that issued the document, passenger’s name and last name). There are no strict requirements to the language used in the document (it can be compiled in Russian, English or in the official state language of the country that denied the visa). Total refund of tickets can be authorized only on condition of complete cancellation of the booking no later than 24 hours before the departure of the flight indicated in the ticket, based on the first coupon of a totally unused ticket. Untimely issuance of a visa by the embassy of a particular state is not a ground for making an involuntary ticket refund.

9) Refunds of duplicate tickets (duplicates are tickets issued to the same passenger, for the same dates/flights, classes of service).

In the REASON FOR REFUND box, it is necessary to indicate "DUPLICATE OF TKT ...." + the number of the duplicate ticket. Attach a copy of the duplicate ticket as confirmation. An involuntary refusal is a refusal from all carriages except for the one issued originally, on condition the refusal notice is sent no later than 24 hours before departure of the flight indicated in the ticket based on the first coupon of a totally unused ticket. If a refund of duplicate ticket is requested less than 20 days before the commencement of carriage on the route, then it is recommended to change the status of the ticket requested for refund to "R" (RFND) through a zero refund procedure (in GDS Amadeus – non-reported refund) to prevent incorrect use of duplicate tickets’ flight segments.

10) Refunds that were excluded from BSP report for technical reasons or due to incorrect compilation – in such cases coupon statuses were changed to «R» (RFND), however the refunds were not included in the corresponding report. In such a case, ticket refund can only be made through Refund Application in BSPlink, the refund will be made on the basis of the fare rules in effect at the time of changing the coupon statuses to «R» (RFND) in the booking system. In the REASON FOR REFUND box, it is necessary to indicate "TKT REFUND DELETED FROM BSP REPORT" or "VOZVRAT NE PROSHELO PO OTCHETU BSP”.

11) Other involuntary refunds, except for the corresponding comments in the REASON FOR REFUND box, must also be accompanied by an attached explanatory note with a detailed description of the reasons for refund.
Provide specific reasons for involuntary refund. No general phrases are allowed!

Necessary to specify the coupons presented for refund (coupon statuses must not be USED or EXCH)

Here, specify details of the original ticket, if the reissued ticket is presented for refund

The form of payment must be the same as that during ticket issuance

Ticket fare

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

Taxes must be broken down by codes

Enclosed files must have attached copies of supporting documents

Number of the ticket to be refunded

Don’t forget to specify commission

Total amount refunded to passenger