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APPROVED
by order of Aeroflot PJSC
No 237 dated 4 June 2018


RULES of Passenger and Baggage Carriage of Aeroflot PJSC

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1. Scope

These Rules of Passenger and Baggage Carriage of Aeroflot PJSC (hereinafter referred to as the "Rules") have been developed on the basis of Article 102 of the Aviation Code of the Russian Federation and the Federal Aviation Regulations "General Rules for Carriage of Passengers, Baggage and Cargo by Air and Requirements for Service of Passengers, Consignors and Consignees" approved by Order of the Ministry of Transport of Russia No 82 dated 28 June 2007, and shall be used to provide passengers with information about the rules and requirements applied by Aeroflot PJSC to passengers when carrying passengers and their baggage by air.

The Rules shall be used when performing domestic and international carriage of passengers and baggage by air, where Aeroflot PJSC is the actual carrier.

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

The Rules shall apply to international carriage of passengers by air, if they do not contradict international air traffic conventions, documents of the International Civil Aviation Organisation (ICAO), or applicable international treaties and agreements of the Russian Federation on air traffic.

These Rules are an integral part of the Air Carriage Agreement.

When an Air Carriage Agreement is concluded with a passenger, the revision of the Rules valid as of the date of the carriage document shall apply.

These Rules, as well as other legal documents issued in elaboration of these Rules, may be amended and supplemented by Aeroflot PJSC.

2. References

These Rules have been developed in accordance with the requirements of the following regulatory legal acts:

The Convention for the Unification of Certain Rules Relating to International Carriage by Air (Montreal Convention, 1999).

The Convention for the Unification of Certain Rules Relating to International Carriage by Air (Warsaw Convention, 1929).

The Hague Protocol (Protocol to amend the Convention for the Unification of Certain Rules Relating to International Carriage by Air, 1955).

The Convention on International Civil Aviation (Chicago Convention, 1944).

The Convention for the Suppression of Unlawful Acts against the Safety of Civil Aviation (Montreal, 1971).

The Convention on Offenses and Certain Other Acts Committed on Board Aircraft (Tokyo, 1963).

Annex 17 to the Convention on International Civil Aviation. Security: Safeguarding International Civil Aviation Against Acts of Unlawful Interference (edition 9-2011, ICAO).

ICAO regulatory documents.

The Civil Code of the Russian Federation (Part 2) No 14-FZ dated 26 January 1996.

The Aviation Code of the Russian Federation No 60-FZ dated 19 March 1997.

The Civil Code of the Russian Federation (Part 1) No 51-FZ dated 30 November 1994.

The Code of the Russian Federation on Administrative Offenses No 195-FZ dated 30 December 2001.

The Law of the Russian Federation No 2300-1 dated 7 February 1992 on the Protection of Consumer Rights.

Federal Law of the Russian Federation No 152-FZ dated 27 July 2006 on Personal Data.

Federal Law of the Russian Federation No150-FZ dated 13 December 1996 on Weapons.

Federal Law of the Russian Federation No 67-FZ dated 14 June 2012 on Compulsory Civil Liability Insurance of a Carrier for Damage to Life, Health and Property of Passengers and on Compensation for Such Damage Caused on Underground Transportation.

Federal Law of the Russian Federation No 114-FZ dated 15 August 1996 on the Procedure for Exit from the Russian Federation and Entry into the Russian Federation.

Decree of the Government of the Russian Federation No 1314 dated 15 October 1997 on Approval of the Rules of Trade in Military Handheld Weapons and Other Weapons and their Ammunition and Cartridges, as well as Cold Arms, in State Paramilitary Organisations.

Decree of the Government of the Russian Federation No 814 dated 21 July 1998 on Measures Aimed at Regulating Trade in Civilian and Service Weapons and their Ammunition

within the Territory of the Russian Federation.

Decree of the Government of the Russian Federation No 1208 dated 15 November 2014 on Approval of the Requirements for Compliance with Transport Security Rules for Individuals Travelling by or Located on Transport Infrastructure Facilities or Vehicles, by Transport Types.

Order of the Federal Air Transport Service of Russia No 120 and of the Ministry of Internal Affairs of the Russian Federation No 971 dated 30 November 1999 on Approval of Regulations on the Procedure for Carriage by Civil Aircraft of Weapons and their Ammunition and Cartridges, and Special Equipment Handed Over by Passengers for Temporary Storage during a Flight.

Order of the Ministry of Transport of Russia No155 dated 25 September 2008 on Approval of the Rules for Formation and Application of Fares for Scheduled Carriage of Passengers and Baggage by Air and for Charging Fees in the Sphere of Civil Aviation.

Order of the Ministry of Transport of Russia No 82 dated 28 June 2007 on Approval of the Federal Aviation Regulations "General Rules for Carriage of Passengers, Baggage and Cargo by Air and Requirements for Service of Passengers, Consignors and Consignees" (hereinafter referred to as FAR-82).

Order of the Ministry of Transport of Russia No 104 dated 25 July 2007 on Approval of the Rules of Pre-flight and Post-flight Inspection.

Order of the Ministry of Transport of Russia No 134 dated 8 November 2006 on Establishing the Form of Electronic Passenger Ticket and Baggage Check in Civil Aviation.

Order of the Ministry of Transport of Russia No 142 dated 28 November 2005 on Approval of the Federal Aviation Regulations "Aviation Security Requirements for Airports".

Instructions on the Procedure for Carriage on Aircraft of Aeroflot PJSC of Weapons, their Ammunition and Cartridges, and Special Equipment Handed Over by Passengers for Temporary Storage during a Flight (RI-GD-019Kh (ПИ-ГД-019X)).

Instructions on the Conduct of Aeroflot PJSC Personnel in the Event of a Violation of the Rules of Passenger Conduct during the Pre-flight Service and on Board an Aircraft of Aeroflot PJSC (RI-GD-012Kh (ПИ-ГД-012X)).

Aeroflot PJSC Aviation Security Programme (RD-GD-022 (ПД-ГД-022)), approved by Order

No 7/KI dated 1 February 2017.

Regulatory documents of SkyTeam Alliance, the Alliance Agreement and the Requirements for SkyTeam Participants dated 11 June 2010.

The Aeroflot PJSC Aviation Safety Management Manual (RD-GD-009Kh (РД-ГД-009X)), approved by Order No 220 dated 19 May 2011.

Manual for Ground Support of Carriage, approved by Order No 536 dated 8 December 2009.

STO OP 14.0. (СТО ОП 14.0.) Company standard "Service of Aeroflot PJSC Passengers".

STO OP 14.4. (СТО ОП 14.4.) Company standard "Service of Passengers". Service of Unaccompanied Minors".

STO OP 14.5. (СТО ОП 14.5.) Company standard "Service of Aeroflot PJSC Passengers. Service of Passengers with Disabilities".

STO UK 19.10. (СТО УК 19.10.) Company standard "Quality Management. Aviation Terms and Definitions of Management Systems".

Procedure for the Admission (Registration), Delivery (Issue) on Board/off Board the Aircraft of Weapons, their Ammunition and Cartridges and Special Devices Handed over by Passengers for Temporary Storage during the Flight at Sheremetyevo International Airport (T-5.1-27-17).

3. Terms, definitions and abbreviations

These Rules use the following terms and abbreviations with the corresponding definitions:

Airline means an air transport company performing commercial carriage of passengers, baggage, cargo and mail on its own or leased aircraft and which has a valid Air Operator Certificate and a carrier license ; in the context of these Rules – Public Joint Stock Company Aeroflot Russian Airlines (Aeroflot PJSC);

aviation security (AS) means the protection of aviation from unlawful interference;


aviation enterprise means a legal entity, irrespective of its form of organisation or incorporation, whose activities are aimed at the carriage of passengers, baggage, cargo and mail by air and/or the performance of aviation works for a fee;

aviation staff means persons who have undergone professional training; carry out activities for ensuring the safety of aircraft flights or aviation security, for organizing, performing, supporting and maintaining carriage and aircraft operations, performing aviation works, managing airspace use, and organizing and maintaining air traffic; and are included in lists of aviation specialists. The lists of aviation specialists by aircraft type shall be approved by the authorised bodies responsible for state regulation of activities in the field of civil aviation, state aviation and experimental aviation, respectively;

Property Irregularity Report (PIR) means a document issued by the carrier in the presence of the passenger (recipient) as soon as damage to baggage transported by the aircraft of one or more carriers is discovered. The Report shall be signed by the carrier and the passenger;

act of unlawful interference (AUI) means a wrongful action (inaction), including an act of terrorism which threatens the safe operation of the transport complex and which has led to damage to human life and health or property or created a threat of such consequences;

SkyTeam Alliance means a global alliance of air carriers organised in 2000 in order to obtain competitive advantages through synergy between participants and joint provision of a unique product to customers. Aeroflot PJSC has been a member of SkyTeam Alliance since 2006 and a member of SkyTeam Cargo Alliance since 2011;

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SIA JSC means Sheremetyevo International Airport Joint Stock Company;

airport means a complex of facilities, including an airfield, an air terminal and other facilities designed for aircraft landing and takeoff and for providing air traffic services, and that has the equipment, aviation staff and other employees required for this purpose;

international airport means an airport which is used by aircraft on international flights to land and takeoff, and which carries out border and customs control facilities, as well as other types of control in cases stipulated by international treaties and federal laws of the Russian Federation

;

airport (point) of departure means an airport (point) where air carriage starts or continues in accordance with the carriage document;

airport (point) of destination means an airport (point) where the carrier delivers passengers, cargo and mail in accordance with the Air Carriage Agreement;

air terminal (passenger terminal) means a building designed to service air transport passengers in airports;

checked baggage (hereinafter referred to as "baggage") means property received for carriage by the carrier during check-in at an airport of departure, an airport of transfer, a stopover airport or other check-in point. A baggage receipt and a baggage tag is issued upon check-in;

baggage tag means a document issued by Aeroflot PJSC to identify checked baggage; part of the baggage tag shall be attached by Aeroflot PJSC to each piece of checked baggage and the other part of the tag shall be given to the passenger;

unclaimed baggage means baggage that has arrived at the airport (point) of destination indicated on the baggage tag and which has not been received or claimed by the passenger;

ticket (passenger ticket) means a document used to certify a contract for the carriage of passengers which displays information on the air carriage. There are two types of tickets: a paper ticket issued on a special accountable form (TK), or an electronic ticket (ET) presented in electronic form and with a structure and content approved by order of the Ministry of Transport of the Russian Federation No 134 dated 8 November 2006;

accountable form (AF) means carriage and payment documents approved and registered in the prescribed manner, considered the property of the carrier and issued to an accountable person or an agent with the purpose of issuing carriage or payment documents, including passenger air tickets, excess baggage tickets (EBTs), miscellaneous charges orders (MCOs), bills of lading, etc.;

ammunition means armaments intended to hit a target and containing a bursting, propellant, pyrotechnic or expelling charge or a combination thereof;

booking (reservation) [of a seat on board the aircraft/cargo capacity of the aircraft] means advance assignment in the automated booking system for a certain flight and date of a seat on board the aircraft to a passenger and allocation for his/her baggage, or of space and tonnage of cargo capacity of the aircraft for carriage of baggage, cargo or mail;

carry-on baggage (personal belongings of passengers) means articles of clothing and other items held by the passenger while travelling by air that are not considered baggage;

domestic carriage means carriage by air where the point of departure, the point of destination and all points of landing are located within the territory of the Russian Federation;

aircraft means an airborne vehicle supported in the atmosphere through its interaction with air, other than interaction with air reflected from the surface of land or water;

carriage by air means carriage of a passenger and/or baggage by air by Aeroflot PJSC in accordance with the terms and conditions of the Air Carriage Agreement; Air carriage of a passenger includes the period starting from completion of preflight screening prior to boarding the aircraft and until the aircraft passenger leaves the airport under the supervision of persons authorised by Aeroflot PJSC;

Air Carriage Agreement (the Agreement) means a carriage contract concluded between Aeroflot PJSC and the passenger on the terms and conditions set out in these Rules and the Fare Application Rules;

additional services mean services provided to the passenger by Aeroflot PJSC and third parties that are partners of Aeroflot PJSC together with carriage and on the terms and conditions established by Aeroflot PJSC for each specific type of services;

inspection means a set of actions conducted with regard to passengers and baggage by authorised persons in order to ensure safety using technical or other means designed to detect weapons, explosives or other dangerous devices which could be used to carry out an act of unlawful interference. Preliminary inspection is performed in the entrance lobbies of the air terminal. Preflight screening is carried out after passenger check-in; quarantine, veterinary, and phytosanitary controls; and, in the case of international flights, after border, customs, immigration and other controls;

flight delay means a change in the departure time from the time indicated in the ticket and the schedule as the scheduled time of departure;

lounge means an area located in the air terminal intended for serving business class passengers, as well as members of the elite levels of the Aeroflot Bonus programme and the loyalty programmes of SkyTeam participants, while they are waiting to board an aircraft;

Aeroflot PJSC website means www.aeroflot.ru;

cabin crew (senior flight attendants and flight attendants) means crew members who fulfill the obligations entrusted to them by the carrier or the aircraft commander for the purposes of flight safety, but who are not members of the flight crew;

check-in machine means a software and hardware system enabling passengers to check in and print a boarding pass (without assistance from Aeroflot PJSC staff) based on the booking database. It is installed by Aeroflot PJSC or an authorised agent at the airport (air terminal) in areas accessible to passengers;

class of service means the scope of services and the level of comfort provided to passengers in accordance with the Air Carriage Agreement;

code-sharing means an agreement on joint commercial operation of a flight by two or more airlines, one of which is the operating partner (i.e. the aircraft operator who performs flights and sells tickets for these flights on its own behalf), and the others are marketing partners (i.e., they sell tickets for the flight of the operating partner on their own behalf). In such cases the flight is designated by the joint double code of the parties (the code of the operating partner / the code of the marketing partner);

pilot-in-command (PIC) means a person who has a valid pilot certificate, as well as the training and experience required for independent control of an aircraft of a specific type, and who is appointed to carry out a flight;

Call Centre (CC) means an organisation authorised by the carrier functioning as the outsourced Aeroflot PJSC Call Centre which provides customer support services;

flight crew means certified crew members who are assigned duties related to the control of the aircraft during the flight;

flight itinerary means the airports (points) of departure, transfer, stopover, and destination listed on the ticket in a certain sequence;

itinerary/receipt means a part of the electronic ticket containing information on carriage of the passenger and baggage established by the laws of the Russian Federation;

ICAO means the International Civil Aviation Organisation;

international carriage means carriage by air where the point of departure and the point of destination are located:

a) within the territories of two countries respectively;

b) within the territory of one country, if one or more landing points are planned within the territory of another country;

Mobile check-in (MCI) means a way for a passenger to check in using a mobile phone, allowing the passenger to reduce the time needed to go through the standard check-in procedure at the airport, as well as to confirm his/her flight when not at the airport;

missing contents means damage caused to baggage where the loss of certain items or belongings from the baggage results in losses to the passenger;

handling agent means a company that provides flight support services to Aeroflot PJSC as its agent. Within this document, the above term also applies to any employee of an agent of Aeroflot PJSC;

online check-in means check-in using the Aeroflot PJSC website;

Miscellaneous Charges Order (MCO) means a non-transferable payment document issued by Aeroflot PJSC or its authorised agent to a passenger upon presentation of which the passenger may use the sum indicated in the order to pay for a ticket/e-ticket, excess baggage on Aeroflot PJSC flights, hotels, services for escorting an unaccompanied minor, etc.;

sales office means a specially equipped facility for the booking and sale of Aeroflot PJSC flight tickets;

passenger means an individual carried or to be carried on an aircraft according to the passenger's Air Carriage Agreement;

deportee passenger means a passenger who legally entered a country with the consent of its authorities and then received an order from the authorities to leave the country, or who entered the country illegally;

transit passenger means a passenger who shall be carried further on the same flight on which he/she arrived at an intermediate airport (point) in accordance with the Air Carriage Agreement;

transfer passenger means a passenger who, in accordance with the Air Carriage Agreement

, is carried to the point of transfer on one flight, and then carried further on another flight of the same or a different carrier;

carriage documents mean a ticket, baggage check, bill of lading, postal waybill or other documents used in the provision of services related to the carriage of passengers, baggage, cargo and mail and provided for by regulatory legal acts of the authorised federal executive body in the area of transport;

carrier means an operator performing the carriage of passengers, baggage, cargo and mail by air and who has a license to conduct aviation activities that are subject to licensing in accordance with the laws of the Russian Federation;

flight coupon means the part of the ticket entitling the passenger to be carried between the points mentioned therein;

boarding pass means a document confirming that the passenger has been admitted for carriage. The boarding pass shall include the following information: the first and last name of the passenger, the flight number, the points of departure and destination, the departure date and time, the boarding cut-off time, the check-in number, the number of the seat in the aircraft cabin and the gate number;

payment document means a document (a cash register receipt, a payment receipt or a bank statement) issued in accordance with applicable legislation and confirming payment for the booked carriage. A payment document is a document duly confirming the conclusion of the Air Carriage Agreement and shall be issued upon payment for the Air Carriage Agreement in cash, in the event of issue of an itinerary/receipt;

claim means a claim for damages arising as a result of air carriage made against the airline by a customer of civil aviation;

flight means a transport flight of an aircraft (scheduled or non-scheduled) performed in one direction from the initial point to the final point of the route;

short-haul flight means a flight of up to 3 hours;

medium-haul flight means a flight lasting 3 to 6 hours;

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

check-in means the process of registration of passengers and baggage for carriage on a particular flight;

carry-on baggage means baggage that does not contain substances or items that are prohibited in the aircraft cabin, and that complies with the baggage allowance established by the carrier in order to ensure its safe placement in the aircraft cabin;

customs control for international carriage by air means a set of measures undertaken by customs authorities in order to ensure compliance with national laws, including customs law, and international state treaties, compliance with which is monitored by customs authorities, including, in particular, control of movement across the state border of aircraft and cargo carried thereon, as well as baggage and carry-on baggage, persons carried on the aircraft, currency and currency valuables;

fare means a duly established amount charged by the carrier for carriage of one passenger or for carriage of one unit of mass or volume of baggage or cargo from the point of departure to the point of destination on a certain route;

Space+ service means a service allowing passengers to select a more comfortable economy class seat (i.e. a seat with additional leg room), which is available when checking in at Sheremetyevo airport or other airports in Russia or abroad;

loss of baggage means non-arrival of baggage or a part thereof at the airport and recognition

by Aeroflot PJSC of the fact of loss. Baggage shall be deemed lost if it has not been traced within 21 days from the day following the day that it should have been delivered to the point of destination. If the baggage has not been found within 21 days, it shall be deemed missing;

missing baggage means a failure of carriage when the carrier is unable to deliver baggage accepted for carriage to the authorised person upon expiry of the

delivery period, regardless of whether this is due to its actual loss, theft, misdirection or erroneous delivery at an intermediate airport;

actual carrier means a carrier or an entity authorised by the carrier that performs the whole or a part of the carriage within a jointly operated flight (code-share) or other contractual relationship between the actual carrier and the carrier;

crew member means a person appointed by the carrier to fulfill certain duties on board the aircraft during the flight. The crew of the aircraft consists of the flight crew (the captain and other flight personnel) and the cabin crew (flight attendants);

Electronic Miscellaneous Document (EMD) means an electronic document for payment of miscellaneous services and charges that were not included in the cost of ticket; it is stored on a special server belonging to the airline (similar to the electronic tickets service). The structure and contents of the Electronic Miscellaneous Document are approved by Order of the Ministry of Transport of the Russian Federation No 116 dated 18 May 2010 on Establishment of the Form of an Electronic Miscellaneous Document;

Electronic Ticket (ET) means an electronic passenger ticket and baggage receipt for civil aviation (hereinafter referred to as "e-ticket"). It is a document used to confirm the Air Carriage Agreement for a passenger and baggage wherein information on the carriage of the passenger and baggage is presented in digital form. The e-ticket shall have a structure and content approved by order of the Ministry of Transport of Russia No 134 dated 8 November 2006 on Establishment of the Form of an Electronic Passenger Ticket and Baggage Check in Civil Aviation;

PNR (Passenger Name Record) means an entry referring to a passenger in the booking system which contains information on carriage, special services and personal details of the passenger.

4. Air carriage of passengers

4.1. The main terms and conditions of the Air Carriage Agreement

In accordance with the passenger Air Carriage Agreement, Aeroflot PJSC shall undertake to transport the aircraft passenger to the point of destination, providing him/her with a seat on board the aircraft that operates the flight indicated in the ticket, and, in the case of carriage of the passenger's baggage, carry such baggage to the point of destination and deliver it to the passenger or a person authorised to receive such baggage.

Carriage performed under the passenger Air Carriage Agreement by Aeroflot PJSC and other services provided by Aeroflot PJSC shall be subject to:

the terms and conditions set out in the ticket;

applicable fares;

the terms and conditions of these Rules;

the law of the Russian Federation;

the rules of the Aeroflot PJSC loyalty programme and the rules of the SkyTeam Alliance.

The Air Carriage Agreement shall be certified by a ticket and a baggage receipt if the passenger has baggage. If there is any discrepancy between the information specified in the ticket and the information contained in the Aeroflot PJSC database, the database information will prevail.

The document confirming payment for carriage shall be a payment document proving payment for carriage.

The passenger shall pay the carriage charge according to the established fare, as well as a charge for carriage of excess baggage if the baggage exceeds the free baggage allowance established by Aeroflot PJSC.

The Air Carriage Agreement is a public contract and, in terms of the manner of its conclusion, an adhesion contract, requiring the passenger to agree to the Air Carriage Agreement under the terms and conditions proposed by Aeroflot PJSC.

The Air Carriage Agreement shall be deemed concluded upon proper and timely payment for air carriage.

Upon full payment for the carriage, Aeroflot PJSC shall hand over or send the passenger an itinerary/receipt by email. A ticket issued on an accountable form shall only be handed to the passenger if the latter has made an additional request when booking. An e-ticket itinerary/receipt with a separate VAT line may be obtained on Aeroflot's website in the Online Services => Check the Reservation section by entering the booking code and the passenger's last name. Upon completion of carriage, the itinerary/receipt will no longer be available. If a passenger does not have the technical capability to obtain an itinerary/receipt, it may be obtained at the airport prior to the scheduled departure by contacting the representative office of Aeroflot PJSC.

Payment of the carriage cost shall be made within the time stipulated by the fare application rules of Aeroflot PJSC effective at the time of booking, and only by methods specified by Aeroflot PJSC.

The Air Carriage Agreement shall be valid until Aeroflot PJSC fulfills its obligations to transport the passenger and/or the baggage on the itinerary indicated in the ticket, subject to proper fulfillment by the passenger of his/her obligations.

Booking and payment for carriage on an Aeroflot PJSC flight indicates that the passenger has agreed to the public Air Carriage Contract on the terms and conditions set out in the Rules. The consent of the passenger to the terms and conditions of the Air Carriage Agreement and the Rules shall be full and unconditional.

If payment for carriage is made in a manner not specified in the corresponding rules of Aeroflot PJSC or by an organisation not authorised by Aeroflot PJSC, the Air Carriage Agreement shall be deemed not concluded, and Aeroflot PJSC will not be responsible for the consequences of such a payment.

In the event of late payment with the intention of having a ticket issued or another violation of payment terms, the Air Carriage Agreement shall be deemed not concluded, unless otherwise confirmed by Aeroflot PJSC.

The obligations of Aeroflot PJSC to transport the passenger by air will arise after proper and timely payment for air carriage.

Scheduled flights shall be performed in accordance with the flight schedule generated by Aeroflot PJSC and published in the database of flight schedules.

Aeroflot PJSC shall make every effort to carry the passenger and his/her baggage within a reasonable period of time. The time shown in the schedule and other documents is not guaranteed and is not a material condition or a part of the Air Carriage Agreement.

For the sake of flight safety and/or aviation security or at the request of any competent government authority, the carrier shall be entitled to cancel or delay the flight specified in the ticket, or change the aircraft type and carriage route.

In the event of a change in the flight schedule, Aeroflot PJSC shall take all possible measures to inform passengers with whom an Air Carriage Agreement has been concluded of such a change in the flight schedule by any available means.

Aeroflot PJSC shall not be responsible for failure to notify a passenger of a change in the flight schedule, a change in the departure/arrival airport, flight cancellation or changes in any other flight parameters if the passenger did not provide his/her contact details (phone number, email address, etc.) when booking, or if Aeroflot PJSC employees/authorised agents thereof fail to contact the passenger using the specified contact information after having called each of the provided telephone numbers at least once (or having tried the provided addresses, etc.), including if the passenger provided incorrect contact information. In such cases Aeroflot PJSC shall not compensate the passenger for any losses incurred as a result of such failure to notify.

If the passenger contacts Aeroflot PJSC to notify and negotiate special carriage conditions as provided for by paragraph 25 of FAR-82 (ФАП-82) later than 36 hours before departure of the aircraft, Aeroflot PJSC reserves the right to refuse to agree to such conditions.

Carriage of passengers and baggage shall be performed between the airports (points) of departure, transfer (stopover) and destination specified in the carriage document according to the specified sequence (hereinafter $\rho\epsilon\phi\epsilon\rho\rho\epsilon\delta$ to as the "carriage itinerary"). A change in the carriage itinerary specified in the carriage documents may be made by agreement between Aeroflot PJSC and the passenger. If the carriage itinerary is changed by the passenger, Aeroflot PJSC may recalculate the carriage cost.

Aeroflot PJSC shall not be held liable for ensuring connections if carriage was issued on separate tickets.

Aeroflot PJSC shall have the right to fully or partly delegate its obligations under the Air Carriage Agreement to any other person or entity, including another carrier. In this case, Aeroflot PJSC shall inform the passenger of the actual carrier and the passenger will be subject to the Rules of the actual carrier, unless otherwise provided for by a code-sharing agreement concluded between Aeroflot PJSC and the actual carrier.

Aeroflot PJSC shall book a flight if the passenger provides his/her personal data to the extent prescribed by the applicable laws of the Russian Federation. The personal data shall be processed using Sabre Holding Corporation's passenger service system, whose database servers are located in the United States. When personal data are processed in this way, they are transferred across the border.

Aeroflot PJSC shall process the passenger's personal data provided by the passenger upon conclusion of the Air Carriage Contract in accordance with Federal Law No 152 dated 27 July 2006 on Personal Data (including when booking a flight, ticketing, or changing the carriage conditions, in the event of voluntary/involuntary cancellation of carriage, or after termination of the Air Carriage Contract, upon the request of authorised state authorities).

Passengers may study the fare application rules of Aeroflot PJSC and the privileges of elite members of the loyalty programme on the Aeroflot PJSC website. If carriage is purchased via the call center, the passenger shall be informed of the conditions of the Air Carriage Contract and these Rules which are applicable to the booked flight.

4.2. Flight booking and ticket sales

Air carriage of passengers and baggage may be booked by the passenger or a person authorised by him/her in the booking system of Aeroflot PJSC (website, call centre,

sales offices, self-service machines) or in ticket offices of authorised ticket agents (websites, booking offices, sales offices).

The result of booking is the creation of an electronic record in the booking system of Aeroflot PJSC, and the assignment of a unique booking number (PNR). This record shall contain information about the carriage, special services and the passenger's personal details. For ticketing, the passenger shall provide the details indicated in his/her identification document.

If booking a flight on privileged conditions or at a special fare, the passenger shall submit identification documents confirming his/her right to benefits or the application of the special fare.

The passenger shall receive a ticket or an itinerary/receipt of the e-ticket directly at the point of sale or it shall be sent to the email address provided when booking, and it can then be printed by the passenger.

The issued ticket and the special services payment document in paper format shall be kept throughout the carriage. The itinerary/receipt of the e-ticket and the electronic miscellaneous document payment receipt shall be printed out or saved on an electronic device and kept throughout the carriage.

A person not named in the ticket may not use the ticket, its cost will not be refunded to such a person, and such a person will not be admitted for carriage.

Booking requirements

When booking carriage, the passenger shall provide Aeroflot PJSC with his/her personal data (first name, last name, middle name, date of birth, series and number of his/her identification document and its validity). If the passenger refuses to provide the above data, he/she will not be able to book a flight. When booking, the passenger may provide his/her phone number and/or email address for timely notification of schedule changes and for emergency contact.

When booking a flight, the approval of Aeroflot PJSC must be obtained for the carriage of the following:

- passengers travelling with children under two years of age;
- a child not accompanied by an adult passenger or a passenger who has acquired full legal capacity before reaching the age of eighteen in accordance with the civil legislation of the Russian Federation, who will be transported under supervision of the carrier;
- a passenger on a stretcher;
- a seriously ill passenger;
- a blind passenger with a guide dog;
- a passenger whose movement capacity when using air transport is limited and/or whose condition requires special attention during service (a passenger with reduced mobility);
- a passenger's baggage where a single piece weighs more than 32 kg (heavy baggage);
- a passenger with a weapon and/or ammunition;
- a guitar carried as carry-on baggage if its total dimensions exceed 135 cm;
- baggage which must be transported in the aircraft cabin;
- baggage whose total dimensions exceed 203 cm for one packed piece (oversized baggage);
- service dogs from the canine service of the federal executive authorities; guide dogs or household pets (dogs, cats, ferrets or birds).

Animals, birds, insects, fish etc. (living creatures) that cannot be considered household pets (birds), and/or service dogs from the canine service of the federal executive authorities, and/or guide dogs; human and animal remains; other items that are considered cargo in accordance with section 25 of FAR-82, shall not be accepted for carriage

as carry-on baggage; the above shall be approved for booking in accordance with the rules for air carriage of cargo.

When a disabled passenger is making a booking, he/she shall inform Aeroflot PJSC or the agent of Aeroflot PJSC performing the booking, sale and issue of carriage documents of his/her disabilities in order to ensure proper carriage conditions.

Booking shall be automatically cancelled without notifying the passenger if payment for the carriage is not made within the term established by Aeroflot PJSC or its authorised agent and the ticket is not issued.

If the passenger does not use the booked passenger seat on any segment of the carriage route, this passenger shall inform Aeroflot PJSC of his/her intention to continue carriage on the subsequent segments of the carriage itinerary. If the passenger does not inform Aeroflot PJSC of his/her intention to continue the carriage, Aeroflot PJSC shall have the right to cancel the booking for each subsequent segment of the carriage itinerary without notifying the passenger. If the passenger declines carriage on any segment of the carriage itinerary, this shall be deemed a change in the carriage itinerary and shall be performed in the manner prescribed for changing the terms and conditions of the Air Carriage Agreement. If the fare application rules do not allow for such changes after the scheduled departure stated on the ticket, then the passenger will be offered to apply for a voluntary return of funds, as established under section 4.7.1 of these Rules (if the conditions of the applicable fare allow for a partial refund of the carriage charge and/or other charges), and/or purchase a new carriage under the terms and conditions as changed by the passenger.

4.3. Payment procedure

Aeroflot PJSC or its authorised agent shall charge a carriage charge for carriage of passengers and baggage on scheduled flights.

The carriage charge shall be determined on the basis of the amount established by Aeroflot PJSC for passenger carriage between two points of the carriage itinerary (hereinafter referred to as $\forall\phi\alpha\rho\epsilon\sigma\forall$), or combinations of fares from the airport (point) where the carriage of the passenger and baggage begins according to the Air Carriage Contract (hereinafter referred to as the "airport (point) of departure") to the airport (point) of destination; fees provided for by the Fare Application Rules for scheduled passenger and baggage air carriage; fees charged in the area of civil aviation approved by Order of the Ministry of Transport of Russia No 155 dated 25 September 2008; and, if the passenger orders additional premium services, the cost of such additional services established by Aeroflot PJSC.

An authorised agent may charge additional fees for providing the passenger with services for selecting an optimal carriage itinerary; the carrier(s) performing the passenger's carriage; the carriage charge in accordance with the priority flight conditions specified by the passenger and/or carriage conditions which are common for each carrier, as well as for the provision of advisory services.

The carriage charge shall be stated in the carriage document.

Payment for carriage and ticketing shall be made after booking, except as specified below.

Payment for carriage and ticketing may be made prior to booking if:
a ticket is issued with an open departure date (without a fixed date in the ticket);
a ticket is issued with the status of waiting for free capacity (a "standby" ticket);
a ticket is issued subject to availability of free capacity upon completion of passenger and baggage check-in.

Payment of the carriage charge may be made by pre-payment. In this case, payment of the carriage charge can be made at one point of sale, while the carriage document may be issued at another point of sale.

When payment is made for the carriage of a passenger and his/her baggage, the fares valid as of the date of carriage commencement shall apply.

If the fares are changed by Aeroflot PJSC before the commencement of carriage, the carriage of passengers under tickets issued prior to the change in fares shall be performed without any recalculation, provided that the original terms and conditions of the Air Carriage Agreement remain in effect.

If a change made to the terms and conditions of the Air Carriage Agreement by the passenger (hereinafter referred to as a "voluntary change in the terms of the Air Carriage Agreement by the passenger") prior to the commencement of carriage, the carriage charge shall be determined on the basis of the fares valid as of the date of commencement of the new air carriage.

In the case of a voluntary change in the terms and conditions of the Air Carriage Agreement by the passenger after the commencement of carriage, if there is a change in the carriage charge, carriage shall be performed according to the fares valid as of the date of commencement of carriage.

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

If additional payments for previously paid carriage are necessary, they shall be made using the same methods and under the same payment conditions.

Aeroflot PJSC allows the following methods of payment for flights:

cash;

non-cash payments (including using bank cards);

with miles accumulated under the Aeroflot Bonus programme.

The itinerary/receipt (an extract from the automated air carriage booking information system) of an e-ticket shall serve as confirmation of payment for the carriage at points within the Russian Federation and abroad.

If carriage was paid for through the Aeroflot PJSC website or the mobile app, to obtain a ticket or itinerary/receipt of an e-ticket in a sales or booking office of Aeroflot PJSC or an agent thereof, the passenger shall provide his/her booking confirmation code (PNR number) and identification documents of the passengers included in the PNR when contacting an office.


4.4. Passenger documents (ticket and baggage receipt)

4.4.1. General provisions

A ticket can only be used by the person whose name is stated on it. A passenger shall be admitted for carriage if his/her last name, first name, middle name (if stated in the passport, for domestic carriage), and details of the identification document match the details stated on the ticket.

A ticket for an Aeroflot PJSC flight may only be issued with the details from the passenger's identification document:

an identity document or an equivalent document;

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a foreign travel passport;
a military identification document or military ID
(for military conscripts, contract servicemen and women
or individuals performing alternative service);
a birth certificate (for persons under 14 years of age);
a national passport (for foreign citizens);
an identification document of a stateless person;
a residence permit.

When travelling to destinations outside of Russia, the passenger shall provide the documents required by the border crossing rules of the country of departure/arrival.

For the purposes of identification at check-in, the passenger shall present the identification document which was used when booking and the ticket (if the flight was ticketed on an accountable form), or, in the case of an e-ticket, the passenger is advised to have the itinerary/receipt. Check-in and baggage check-in shall be allowed if the ticket booking details match the details of the identification document that was used to book the ticket; if other documents are required by the laws of the Russian Federation, those shall also be presented.

A ticket, including an e-ticket, shall be deemed evidence of conclusion of the Air Carriage Agreement between the passenger and Aeroflot PJSC.

4.4.2. Ticket validity

The ticket is valid for the carriage of the passenger and his/her baggage from the point of departure to the point of destination according to the itinerary and class of service indicated therein. Each flight coupon (part of the ticket) is valid for the carriage of the passenger and his/her baggage only along the part of the itinerary indicated therein and for the class of service, date and flight for which it was issued.

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


The place and the date of ticketing shall be indicated in all the ticket's flight coupons.

The validity period of carriage obligations under standard fares is one year; this shall be calculated from the date of ticketing if the carriage has not yet begun; or from the carriage start date if the carriage has started. The validity period of carriage obligations under special fares is established by the passenger's Air Carriage Agreement in accordance with the Fare Application Rules. Whether a fare is standard or special shall be established by the Fare Application Rules of Aeroflot PJSC.

The passenger shall be admitted for carriage if he/she has a valid ticket duly issued by Aeroflot PJSC, an agent of Aeroflot PJSC, or another carrier whose carriage documents are recognised as valid for the purpose of carriage of the passenger and his/her baggage on Aeroflot PJSC flights.

The passenger shall not be admitted for carriage if the ticket in a paper format presented by him/her contains corrections or changes made by anyone other than Aeroflot PJSC or an agent of Aeroflot PJSC.

If the passenger changes the terms and conditions of the Air Carriage Agreement before carriage commencement, the passenger will be issued a new ticket. The ticket may only be issued upon payment of the applicable fare. A ticket paid by a non-cash method, or a free ticket, may only be issued upon fulfillment of all the requirements established by the rules and regulations of Aeroflot PJSC.

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4.4.3. Lost ticket (paper format)

If the passenger declares that the ticket has been lost or that it has been incorrectly issued or damaged, Aeroflot PJSC shall take all possible measures to establish the fact of conclusion of the Air Carriage Agreement with the passenger. If it is established that an Air Carriage Agreement was concluded with the passenger, then Aeroflot PJSC shall admit the passenger for carriage in accordance with the terms and conditions of the Air Carriage Agreement and issue a ticket accordingly.

In the event of a lost or damaged ticket, a fee may be charged for issuing a duplicate ticket on an accountable form.

4.4.4. Other passenger documents

The passenger shall be responsible for obtaining all documents, visas, permits, etc. required for travel, as well as for compliance with all the applicable laws concerning exit, entry and transit in the countries of departure, arrival and transit. Aeroflot PJSC shall not be liable to the passenger if the passenger does not obtain such documents or visas or does not comply with the requirements of applicable laws.

At the request of Aeroflot PJSC, the passenger shall present all documents required for exit, entry and transit, documents confirming health status and other documents required by applicable law, and allow Aeroflot PJSC to make and keep copies of the documents or to keep the information contained in the documents in some other way, if Aeroflot PJSC deems it necessary.

4.5. Carriage of certain categories of passengers

4.5.1. Carriage of passengers entitled to carriage at reduced rates

Certain categories of people are entitled to carriage by air at reduced rates in accordance with the laws of the Russian Federation.

A carriage document will be issued to such passengers upon presentation of documents confirming the entitlement to reduced rates as established by the laws of the Russian Federation.

4.5.2. Carriage of passengers with children

Children under 12 years of age are admitted for carriage by Aeroflot PJSC if accompanied by a legally adult passenger or a passenger who has acquired full legal capacity before reaching the age of eighteen years in accordance with the civil legislation of the Russian Federation, travelling in the same class of service.

One infant under 2 years of age accompanied by an adult passenger or a passenger who has acquired full legal capacity before reaching the age of eighteen years in accordance with the civil legislation of the Russian Federation may be carried for free in the case of domestic carriage, and with a discount of 90% of the standard or special fare for international carriage, if there are no special conditions for the application of the special fare, and without providing the child with a separate seat. If an infant under 2 years of age is provided with a separate seat at the request of the accompanying passenger, this infant will be carried at a discount of 50% of the normal or special fare, if there are no special conditions for the application of the special fare.

Other children under 2 years of age travelling with the passenger, as well as children under 2 years of age, shall be carried at a discount of 50% of the normal or special fare, if there are no special conditions for the application of the special fare, with the provision of individual seats.

Discounts for children are only available if they are accompanied by an adult passenger in the same class of service.

A passenger buying a ticket for a child (under the age of 12), as well as a passenger accompanying a child (under the age of 12) travelling by air, shall provide Aeroflot PJSC with a document confirming the child's age (birth certificate, passport) when checking in. The child's age shall be determined from the date the carriage starts from the point of departure specified in the Air Carriage Agreement.

The exit of a minor from the Russian Federation shall be subject to the laws of the Russian Federation.

In accordance with the passenger's preliminary application, but not later than 36 hours before the departure time specified in the schedule, a child can be provided with a baby meal (BBML), with the exception of Economy Class flights of less than three hours, where special meals are not available.

If no advance request is made through the booking, infant food will not be provided on board the aircraft for children under the age of two (with no separate seat).

Children from 2 to 12 years old and/or infants (under two years old), regardless of the presence of accompanying persons, and unaccompanied children, regardless of their age shall not be placed in the emergency exit row (except for the central block of seats on wide body aircrafts).

Passengers under the age of 18 may not be provided seats located directly next to the emergency hatch.

Passengers may use strollers to the point of boarding the aircraft. The stroller shall be handed over for loading into the baggage compartment right before boarding. The use of strollers at the airport before boarding and their receipt directly at the aircraft upon arrival may be restricted by airport security requirements.


Aeroflot PJSC shall take all possible measures to seat an adult passenger or a passenger who has acquired full legal capacity before reaching the age of 18 under the laws of the Russian Federation together with the minor(s) under the age of 12 that he/she is accompanying in the cabin of the aircraft.

State legislation may impose restrictions on the independent carriage of a minor or the accommodation of a minor in a hotel in the event of missing a flight connection in the transfer airport or of a flight delay. When planning an unaccompanied trip for a child over 12 years of age, contact the embassy or consulate in the country the flight is departing from or going through to find out this country's legal requirements.

4.5.3. Carriage of unaccompanied minors

Unaccompanied minors are children between 5–12 years of age travelling under the supervision of Aeroflot PJSC without being accompanied by their parents or an adult passenger. At the request of parents, adoptive parents, legal guardians or caregivers, children between 12–16 years of age may travel under the supervision of the carrier.

Carriage of a child under 12 years of age unaccompanied by parents (adoptive parents, legal guardians) or a person authorised by them who has reached the age of 18 years shall be allowed only upon written application for carriage of an unaccompanied child by the parents, adoptive parents, legal guardians or caregivers made in the sales offices of Aeroflot PJSC or in an agent's office. Children over five years of age may be carried under the supervision of

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Aeroflot PJSC. Children under five years of age may not travel unaccompanied on Aeroflot PJSC flights.

Parents (adoptive parents, legal guardians or caregivers) or the accompanying person shall be responsible for compliance with all the applicable laws of the countries of departure and arrival.

An unaccompanied minor shall be admitted for carriage under the supervision of the carrier, if:

the carriage is performed exclusively on regular Aeroflot PJSC flights or joint flights of subsidiary airline companies that are under the commercial management of Aeroflot PJSC;

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

the child must be met at the airport of arrival;

the child's carriage shall be paid for in accordance with the applicable rules and fares.

A separate fee established by Aeroflot PJSC shall be collected for the provision of the service of accompanying children aged 5–16 years travelling under the carrier's supervision without being accompanied by an adult passenger or a passenger who has acquired full legal capacity before reaching the age of 18 under the laws of the Russian Federation.

The service for accompanying children aged 5–12 is mandatory; for children aged 12–16 it is provided at the request of the parents (adoptive parents, legal guardians or caregivers).

Unaccompanied minors shall be only accepted for carriage after the parents (or their legal representatives) have filled out and signed an application for the carriage of an unaccompanied minor and a request for the unaccompanied minor.

If a minor citizen of the Russian Federation leaves the Russian Federation unaccompanied, then in addition to a passport this minor citizen shall have notarised permission from the named persons for the minor to travel outside the Russian Federation, specifying the length of the trip and the country (countries) which the minor intends to visit. If the minor leaves for a term exceeding three months, such authorisation shall be certified by the guardianship authorities.

Permission notarised by a Notary Public of a foreign state shall contain a translation into Russian and be legalised by an agency of the Ministry of Foreign Affairs of the Russian Federation (embassy or consular agency of the Russian Federation in the territory of the foreign state) or by affixing an apostille.

4.5.4. Carriage of persons with disabilities

The passenger shall determine his/her ability to use an aircraft based on his/her state of health. If a passenger's age or psychological or physical state may result in a deterioration of his/her health or threaten his/her life during the flight, then this passenger shall be carried provided that Aeroflot PJSC shall not be liable for any negative consequences resulting from the carriage.

Visually (hearing) impaired passengers may be carried with or without an accompanying person.

Visually impaired passengers are allowed to travel with a guide dog subject to an agreement with Aeroflot PJSC.

In order to carry a guide dog free of charge, the passenger shall present a document confirming his/her disability during check-in, as well as a documentary confirmation of the dog's training.

The guide dog shall wear a collar and a muzzle and shall be tied to the seat at the feet of the accompanied passenger. The dog shall be clean, shall have no unpleasant smell, and shall not threaten the sanitary state of the aircraft interior.

A request for carriage of a guide dog shall be made by the passenger no later than 36 hours before the scheduled departure.

If the physical and/or psychological state of a passenger makes flying without special conditions of carriage¹ impossible or if the passenger may threaten the safety of other passengers, then Aeroflot PJSC has the right to refuse carriage to such a passenger.

The airline's employees shall not provide any medical assistance, care for or feed passengers, assist with hygiene or toilet procedures, move the passenger (if this involves lifting the passenger), or care for a guide dog accompanying the passenger.

Passengers who are capable of caring for themselves, including moving independently, with or without the help of support devices and/or minor assistance from other people; who can communicate; understand the situation and understand the instructions and recommendations of the crew shall be accepted for carriage unaccompanied.

An accompanying person who will assist the passenger during the flight is required in the following cases:

- for passengers who are both visually and hearing impaired;
- for disabled children under the age of twelve.

Passengers recognised by the court as incompetent may travel at the request of their parents, adoptive parents or legal guardians and shall be accompanied by an adult passenger capable of ensuring the safety of the incompetent passenger and the safety of others.

If an accompanying person is not present at check-in for a passenger named in the PNR and requiring such a person, the passenger shall not be admitted for carriage.

It is recommended that the person accompanying a passenger with mental or intellectual disabilities, spatial awareness difficulties, behavioural problems, who has difficulty understanding the instructions of the crew members and is in need of constant supervision and care, medical care, or hygienic assistance is capable of providing such care.

A passenger with restricted mobility or a disability shall inform Aeroflot PJSC of his/her condition when booking carriage.

Meeting and accompanying services, assistance with moving around the airport, provision of special means of transportation for boarding and disembarking, and other services for passengers with disabilities shall be carried out by the service organisations of the arrival/departure airport². The order shall be processed when booking carriage, but no later than 72 hours before the scheduled departure.

A shoulder belt/holding device (hereinafter referred to as a "shoulder belt") is meant for wheelchair passengers who need extra support staying upright in the passenger seat. The service is provided

¹ The services established by sections 7 and 8 of article 106.1 of the Aviation Code of the Russian Federation are not considered special conditions of carriage.

² Order of the Ministry of Transport No 24 dated 15 February 2016 on Approval of the Procedure for the Provision of Services at Airports and on Aircrafts to Passengers with Disabilities

free of charge only on flights operated by Aeroflot PJSC³. The service can be ordered no later than 36 hours before the scheduled departure. To order the service, the passenger should contact a sales office or the Call Centre after completing payment for the ticket. The service can also be ordered through the Feedback section of the Aeroflot PJSC website. The shoulder belt is provided on board the aircraft; a flight attendant will fasten it to the seat backrest.

An on-board wheelchair for accessing the toilet facilities is available on all flights operated by Aeroflot PJSC; an advance order is not required to use it.

The passenger can use a folding manual wheelchair to the point of boarding the aircraft and immediately after disembarking the aircraft upon arrival (if the security requirements of the airport of destination allow the wheelchair to be claimed directly at the aircraft).

Powered wheelchairs (equipped with a battery) must be checked as luggage during check-in.

A passenger on a stretcher shall be carried provided that Aeroflot PJSC was notified of such carriage at least 72 hours prior to departure and provided that payment was made for additional seats for the passenger on a stretcher. The stretcher shall be placed only in strictly allocated seats for each type of aircraft.

In accordance with the requirements of the United States Department of Transportation, guide dogs and emotional support dogs for passengers with disabilities are admitted for carriage on flights to/from the USA

subject to an advance agreement. A request shall be sent at CROUSA@aeroflot.ru no later than 48 hours before the scheduled departure, with all relevant supporting documents attached. You can read further information on rules and conditions on the Aeroflot PJSC website – www.aeroflot.ru.

4.5.5. Passengers deported (administratively excluded) from the territory of Russia

Deportee passengers shall be carried in accordance with the requirements of state agencies at the expense of the federal budget.


Aeroflot PJSC has the right to the information concerning the reasons for deportation, because it bears responsibility and obligations for ensuring the safety of its passengers.

4.5.5.1. Passengers not admitted to the country of destination

Passengers who have arrived on an Aeroflot PJSC flight and are not admitted to the country due to the absence of a visa, an expired passport, etc., or who are to be deported by decision of the competent state agencies, shall be issued a deportation order by the authorised agencies.

If Aeroflot PJSC is compelled to pay or deposit any amount, pay a fine or grant a financial guarantee following a passenger's failure to comply with applicable laws or to present documents necessary for travel or presentation of forged documents or documents containing false information, the passenger shall be required upon the request of Aeroflot PJSC to compensate the paid or deposited amount and all related expenses.

³ The service is not guaranteed and will be provided if technically possible.

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4.5.5.2. Deportee passengers and persons in custody

Persons deported from a country by state agencies due to expiration of their registration or visa, for political reasons or at the end of a prison term shall be accepted for carriage unaccompanied.

Persons deported by state agencies pursuant to a criminal extradition decision due to involvement in a criminal act for which the trial has not yet taken place shall be accepted for carriage only if accompanied by at least two employees of an agency performing police functions (per one deportee), and only after approval of carriage by the competent agencies of the involved countries and notification of Aeroflot PJSC thereof.

For the purposes of flight security, Aeroflot PJSC has the right to obtain information concerning the reasons for deportation from the country and to refuse carriage at its own discretion.

The ticket for carriage of a deportee shall be paid for by the state agencies of the country that made the deportation decision.

The security requirements for the carriage of persons in custody are identical to those for the carriage of deportees deported pursuant to an extradition decision.

4.5.6. Carriage of passengers who are Aeroflot Bonus programme members

Passengers holding Silver, Gold or Platinum cards in the Aeroflot Bonus programme or SkyTeam participant loyalty programme cards of Elite and Elite Plus tier are entitled to priority check-in for Aeroflot PJSC flights; they may preselect seats for Economy tickets (except for group and block-charter carriage) in advance without restrictions set for fare families; they may enter the airport lounge (while waiting for boarding four hours prior to the scheduled departure, and during a transfer/transit connection for Gold and Platinum tier members), as well as invite one guest to the airport lounge (for Gold and Platinum tier members); Silver and Gold tier members may check in one additional piece of baggage; Platinum level members can check in two additional pieces. Aeroflot PJSC has the right to refuse the carriage of extra baggage for certain destinations with notification to passengers during booking and ticketing.

The Space+ service is provided for free to passengers who are Gold or Platinum tier Aeroflot Bonus programme members, and at a 50% discount for Silver tier Aeroflot Bonus programme members.

4.5.6.1. Award upgrade

An award upgrade from Economy class to Comfort class or from Comfort class to Business class on flights operated by Aeroflot Group airlines may be processed in advance at sales offices or representative offices of Aeroflot PJSC no later than 48 hours prior to the scheduled departure. When booking an award flight, the Aeroflot Bonus programme member shall state his/her intention to use Aeroflot Bonus miles. If a ticket was issued earlier at a fare that allows award upgrades, then an upgrade can be processed through the Call Centre, provided there are no discrepancies in service class-dependent charges to passengers in Economy, Comfort and Business, and the award is not being transferred to another person. If such discrepancies exist, or if the award is being transferred, then the difference shall be paid and the ticket issued in a sales office or representative office of Aeroflot PJSC.

A premium upgrade shall be processed:
subject to availability of seats at award fares in the required class;
for round trip and one-way routes;
both for the Aeroflot Bonus programme member and when transferring the award to another person.

To obtain an award ticket, the booking code (PNR number) must be provided, and the original/copy/temporary card of the programme member and the original/copy of the passport must be presented. If an award is transferred, the originals/copies of passports of both the account owner and the passenger to whom the award is being transferred must be presented, along with a request to transfer the award signed by the loyalty programme member. An award ticket with a transfer of award can only be ordered by a loyalty programme member/account owner or a person authorised by him/her. The credentials of the authorised person must be confirmed by a letter of authority. The letter of authority must be notarised if the ticket is being issued to a third party rather than the loyalty programme member/account owner.

An award upgrade at check-in without reticketing is possible in the following circumstances:

Upgrading shall be provided from Economy Class to Comfort or Business Class, from Comfort to Business Class;

if there are seats available in Comfort or Business class at end of check-in;
only for Aeroflot Group flights under the code SU;
only in airports with the technical capacities;
only for one segment; for a transit flight, only the first segment can be upgraded. To upgrade the second segment, contact a check-in desk at the point of transfer;

an award upgrade is only possible after check-in has opened and may be made during the same period of time as on-request upgrades at the passenger's initiative for cash, no later than 1.5 hours prior to the scheduled departure.


Transfer of an award upgrade to a passenger travelling on the same flight as the member but with a ticket in a different booking from the member will be processed if the passenger receiving the award upgrade is a member him/herself and his/her number is added to the booking. If a card number that was added to the booking is inactive, then the upgrade will not be possible.

If the booking contains more than one passenger, then the member may order the upgrade for him/herself only, or for every passenger. If the passenger holds a ticket in the same booking as the loyalty programme member whose account is used to order an award upgrade, this passenger does not have to be a loyalty programme member.

Due to the infrastructure in some airports, it may not always be possible to deliver meals on board on time. Arrive at the airport well in advance to order the service. Orders should be placed at least 90 minutes before scheduled flight departure in the Sheremetyevo hub airport.

Use of the airport lounge is not provided when an upgrade is made at check-in.

The free baggage allowance corresponds to the paid Economy or Comfort class fare.

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4.6. Termination of the Air Carriage Agreement

4.6.1. Passenger's cancellation of air carriage

A passenger has the right to cancel a flight under the procedure stipulated by the legislation of the Russian Federation. Should a passenger wish to cancel his/her flight, the passenger or a person authorised by the passenger must inform Aeroflot PJSC of the cancellation of the carriage agreement using any of the means below:

1) if carriage was purchased at any Aeroflot PJSC point of sale, branch or office in Russia or abroad:

the passenger or his/her authorised representative may go to the place where the carriage was purchased, presenting an original identification document and documents that certify the power to act on behalf of the passenger, to file a standard application and initiate the air ticket refund procedure;

if it is not possible to contact the place where the ticket was purchased, the passenger or his/her authorised representative may personally apply to an Aeroflot PJSC sales office, branch or representative office, presenting an original identification document and documents certifying the power to act on behalf of the passenger, to file a standard application and subsequently contact the place where the carriage was paid for during the validity term of the ticket to complete the air ticket refund procedure;

b) if carriage was purchased on the Aeroflot PJSC website:

the passenger or his/her authorised representative may contact the call centre in Moscow on +7 (495) 223-5555 (toll free calls from Moscow) or 8-800-444-5555 (toll free calls from Russia) and initiate the air ticket refund procedure;

the passenger or his/her authorised representative may personally contact any Aeroflot PJSC sales office, branch or representative office, presenting an original identification document and documents certifying the power to act on behalf of the passenger, and initiate the air ticket refund procedure.

Termination of the Air Carriage Agreement through the Call Centre shall be processed if the passenger passes an identification procedure. The identification procedure includes requesting the customer's personal details, booking or ticket information, the phone number provided upon booking, or other information. If the passenger refuses to undergo the identification procedure, or fails to pass it, for example providing incorrect information that would otherwise explicitly identify the passenger, the Termination of the Air Carriage Agreement shall not be granted. In this case, the passenger may terminate the Agreement by contacting any Aeroflot PJSC sales office, branch or representative office, or by following the procedure established in Subsection 4.

3) if carriage was purchased through an agent:

the passenger or his/her authorised representative may contact the place where the carriage was purchased to initiate the air ticket refund procedure;

if it is not possible to contact the place where the ticket was purchased, the passenger or his/her authorised representative may visit an Aeroflot PJSC point of sale, branch or office in person, presenting an identification document and original documents certifying the power to act on behalf of the passenger, in order to file the standard application and subsequently contact the location where the carriage was paid for to complete the air ticket return procedure before the validity of the ticket expires;

4) the passenger or his/her authorised representative may send written notice to Aeroflot PJSC by registered mail, enclosing thereto a duly filled in standard application, provided that the passenger's (his/her authorised person's) signature affixed thereto is duly notarised, as well as copies of identification documents; in this case the carriage shall be deemed

declined as of the date and time when Aeroflot PJSC receives the complete document package. Once received, the document package shall be forwarded to the competent division of the Aeroflot PJSC Sales Department to cancel the booking and to prepare and send the corresponding instructions to the agency, sales office, branch or representative office of Aeroflot PJSC to refund the price of the unused carriage to the passenger or his/her authorised person at the establishment where the carriage was paid for.

If carriage was purchased by a legal entity (irrespective of the sales channel), the passenger's cancellation shall be accompanied by an original Power of Attorney to Receive Funds duly signed by an executive or other person authorised to do so, in accordance with the law and the charter documents, and sealed as appropriate (if the legal entity has a seal).

If it is impossible for the passenger (his/her authorised representative) to claim the refund for the unused carriage at the place where the carriage was paid for, the Aeroflot PJSC claim review procedure shall apply.

4.6.2. Termination of the Agreement at the initiative of Aeroflot PJSC

Aeroflot PJSC has the right to unilaterally terminate the passenger's Air Carriage Agreement in the following cases:

1) if the passenger violates passport, customs, sanitary or other requirements with regard to air carriage established by the legislation of Russia, and, in the case of international air carriage, the rules set forth by the relevant agencies of the country of departure, destination or transit;

2) if the passenger refuses to comply with the requirements of federal aviation rules;

3) if the passenger's state of health requires special conditions of air carriage⁴ or threatens the safety of the passenger or other persons, as proved by medical documents, or creates disorder and unavoidable inconveniences for other persons;


4) if the passenger refuses to pay for the carriage of his/her baggage (including carry-on baggage that is to be checked in) to the amount and under the terms established by the passenger's Air Carriage Agreement and the Fare Application Rules; and if the passenger refuses to comply with the requirements of federal aviation rules;

5) if the passenger refuses to pay for the carriage of a child travelling with him/her, except in cases established by the Aviation Code of the Russian Federation;

6) if the passenger violates the rules of conduct on board the aircraft, thereby threatening flight safety or the life and health of other persons, or if the passenger refuses to comply with the orders of the pilot-in-command given in accordance with Article 58 of the Aviation Code of the Russian Federation;

7) if the passenger possesses on his/her person or in his/her baggage items or substances prohibited for carriage by air.

⁴ The services established by sections 7 and 8 of article 106.1 of the Aviation Code of the Russian Federation are not considered special conditions of carriage.

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4.7. Procedure for calculation of funds in the event of termination or change of the Air Carriage Agreement

4.7.1. The procedure for the refund of the carriage charge in the event of termination or change of the Air Carriage Agreement if the passenger voluntarily cancels the carriage

Shall be determined in accordance with the application rules and conditions for the fare selected by the passenger; the Aviation Code of the Russian Federation; the Fare Rules for scheduled passenger and baggage air carriage; fees charged in the field of civil aviation approved by Order of the Ministry of Transport of the Russian Federation No 155 dated 25 September 2008; the Federal Aviation Regulations "General Rules for Carriage of Passengers, Baggage and Cargo by Air and Requirements for Service of Passengers, Consignors and Consignees" (hereinafter referred to as the General Rules) as approved by order of the Ministry of Transport of the Russian Federation No 82 dated 28 June 2007.

If an Air Carriage Agreement is terminated that provides for the refund of the carriage charge if the Air Carriage Agreement is terminated and the carrier is notified of this before the completion of the flight check-in period specified in the ticket in accordance with Section 81 of the General Rules if the passenger voluntarily cancels a part of the carriage, the difference between the applicable fare(s) and the fare(s) for the used part of the carriage shall be refunded to the passenger.

The price of the used segment(s) of the carriage shall be calculated according to the standard fare(s) of the appropriate Aeroflot PJSC class of service in effect as of the date of commencement of carriage as of the date of ticketing, if Aeroflot PJSC does not apply different fare for calculation.


If, when the price of the used part of the itinerary is calculated, the difference between the amount paid for the carriage and the normal fare for the used part of the carriage is negative, no extra charge shall be applied.

If an Air Carriage Agreement is terminated that provides for the refund of the carriage charge if the Air Carriage Agreement is terminated in connection with the passenger's voluntary cancellation of the entire carriage and the carrier is notified of this before the completion of the flight check-in period specified in the ticket in accordance with clause 81 of the General Rules: the fees of foreign states, the fuel surcharge, the airport security fee, and the airport tax for the provision of the passenger terminal shall be refunded to the passenger; the ticketing fee and the automated booking system service fee, if established by the fare application rules, shall not be refunded.

In the case of termination of an Air Carriage Agreement which provides for the refund of the carriage charge if the Air Carriage Agreement is terminated in connection with the passenger's voluntary cancellation of part of the carriage and the carrier is notified of this before the completion of the flight check-in period specified in the ticket in accordance with Section 81 of the General Rules : the fees of foreign states, the fuel surcharge, the airport security fee, and the airport tax for the provision of the passenger terminal for the unused parts of the itinerary shall be refunded to the passenger; the ticketing fee and the automated booking system service fee, if established by the fare application rules, shall not be refunded.

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

In the event of termination of a passenger Air Carriage Agreement containing a provision that no refund of carriage charge will be made if the passenger Air Carriage

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Agreement is terminated due to the voluntary cancellation of the entire carriage or part of the carriage by the passenger and the carrier is notified thereof before the completion of the flight check-in period specified in the ticket in accordance with Section 81 of the General Rules, the fare paid for the flight (in whole or in part) shall not be refunded to the passenger, except for foreign country fees for the unused segments, if so established by the fare application rules.

In the event of termination of an Air Carriage Agreement in connection with the voluntary cancellation of the flight by the passenger where the carrier was notified after the end of the check-in period for the flight indicated in the ticket in accordance with Section 81 of the General Rules, the fare paid for the carriage shall not be refunded to the passenger.

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

In the event of the voluntary cancellation by the passenger of a 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 other members of the group shall be recalculated in accordance with the new conditions of carriage.

In the event and according to the procedure established in the Rules for Formation and Application of Fares for Scheduled Carriage of Passengers and Baggage by Air and for Charging Fees in the Area of Civil Aviation, approved by Order No 155 of the Ministry of Transport of the Russian Federation dated 25 September 2008, when the passenger Air Carriage Agreement is terminated because of the voluntary cancellation of the entire carriage or a part of the carriage by the passenger, a penalty shall be applied.

4.7.2. The penalty for voluntary cancellation of the entire carriage or a part of the carriage by the passenger

A penalty for voluntary cancellation of the entire carriage or a part thereof by the passenger shall be charged in accordance with the procedure established by the Rules for Formation and Application of Fares for Scheduled Carriage of Passengers and Baggage by Air and for Charging Fees in the Sphere of Civil Aviation, approved by Order No 155 of the Ministry of Transport of the Russian Federation dated 25 September 2008, and pursuant to the application rules of the fare selected by the passenger when ordering the ticket.

4.7.3. Procedure for calculating the fare in the event of a voluntary change in the Air Carriage Agreement

The terms and conditions of the passenger Air Carriage Agreement may be changed unless otherwise provided for by the fare rules.

If a change in the terms and conditions of the passenger Air Carriage Agreement requested by the passenger is not allowed by the fare application rules, a refund shall be made under the procedure prescribed by Section 4.7.1 of these Rules (if the application rules of the selected fare allow for the refund of the carriage charge and/or fees in full or in part), and the new carriage shall be ticketed in accordance with the terms and conditions of carriage changed by the passenger.

In the event of a voluntary change in the passenger Air Carriage Agreement by the passenger, the amount to be refunded or charged to the passenger shall be the difference

between the amount paid for the carriage and the cost of carriage according to the changed terms and conditions.

In the event of a voluntary change in the terms and conditions of the Air Carriage Agreement by the passenger, the passenger may be charged a fee for changing the terms and conditions of the passenger Air Carriage Agreement as per the fare application rules.

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

4.7.4. The procedure for calculating the amount to be refunded in the case of termination of a passenger Air Carriage Agreement due to involuntary cancellation of the entire carriage or a part of the carriage by the passenger

In the event of termination of a passenger Air Carriage Agreement due to the involuntary cancellation of carriage by the passenger, if no carriage segment has been used, the entire amount paid for the carriage shall be refunded.

In the event of termination of a passenger Air Carriage Agreement due to the involuntary cancellation of a carriage segment(s) by the passenger, the amount for the unused carriage segment(s) shall be refunded.

The cost of the unused part of the carriage when a fare component is cancelled shall be calculated on the basis of the applied fare.

In the event of termination of the passenger Air Carriage Agreement due to involuntary cancellation of the entire carriage or a part of the carriage by the passenger, foreign country fees and the fuel surcharge for the unused parts shall be refunded.

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

4.7.5. The procedure for calculating the fare in the event of necessary changes to the passenger Air Carriage Agreement

No additional fee shall be charged in the event of necessary changes to the terms and conditions of a passenger Air Carriage Agreement.

When Aeroflot PJSC replaces an aircraft equipped with enhanced comfort cabins with an aircraft that does not have enhanced comfort cabins or in the event of a 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 Aeroflot PJSC has to seat a passenger in a class higher than that paid for by the passenger.

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

However, if the fare specified in the ticket exceeds the fare at which the passenger actually travelled, the passenger shall be refunded an amount equal to the difference between the fare specified in the ticket and the fare at which he/she actually travelled.

4.7.6. The procedure for settlement in the case of cancellation of the carriage of baggage which is subject to an additional fee

In the event of cancellation of the carriage of baggage which is subject to an additional fee, the baggage fare for the unused part shall be refunded.

No fees for cancelling the carriage of baggage that is subject to an additional fee shall apply.

4.8. Making changes to an air ticket and/or booking

The procedure for changing an air ticket and/or booking is regulated by the fare application rules, the carriage rules, the Instructions on Issuing, Change, and Return of Air Tickets and other regulatory documents of the airline whose code is used for the flight, and the airline whose ticket form was used to confirm the carriage.

If a person who is not a party to the Air Carriage Agreement (hereinafter referred to as a "third party") requests that any changes be made to a booking or ticket, who is acting on behalf (in the name) of a person(s) who is (are) a party(ies) to the Air Carriage Agreement (hereinafter referred to as a "passenger"), the service for making changes to a ticket or booking will be performed at an Aeroflot PJSC sales office, branch, or representative office, provided that the third party possesses a letter of authority properly drawn up as required by law; in the event that changes to a ticket or booking are requested by a legal representative of the passenger, the above service will be performed provided that this person possesses documents confirming his/her status as a legal representative of the passenger. Failure to provide a letter of authority may result in refusal to make the changes.

The service for making changes to a ticket or booking by calling the Aeroflot Call Centre is provided to the passengers who have ordered the relevant services and passed the phone identification

procedure. The identification procedure includes requesting the customer's personal details, booking or ticket information, the phone number provided upon booking, or other information. If the passenger refuses to undergo the identification procedure, or fails to pass it, for example providing incorrect information that would otherwise explicitly identify the passenger, changes to the booking may not be granted. In this case, the passenger him/herself or his/her representative holding a properly drawn letter of authority may contact an Aeroflot PJSC sales office, branch or representative office.

The service for making changes to a booking or ticket is not provided via phone to third parties who are not party to the Air Carriage Agreement.

In the event the passenger discloses his/her own personal details to third parties who are not legal representatives of the passenger and/or Aeroflot PJSC, the carrier shall not be liable for any damage caused by the actions of these third parties in connection to changes made to a booking or ticket via phone or the website.

5. Rules and regulations for carriage of baggage and carry-on baggage

5.1. Free baggage and carry-on baggage allowance

5.1.1. General provisions

During check-in, the passenger shall present all baggage and carry-on baggage, as well as items to be carried at no additional charge over the free baggage and carry-on baggage allowances (free baggage and carry-on baggage allowances, as well as the list of additional items (hereinafter referred to as the List of Items) can be found on the Aeroflot PJSC website), in compliance with the flight safety regulations.

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

Aeroflot PJSC or the handling agent shall label the baggage of Business Class passengers, Comfort Class passengers, Platinum, Gold and Silver tier Aeroflot Bonus programme members, SkyTeam Elite and Elite Plus tier loyalty programme members, transfer passengers in accordance with their categories, VIP passengers, crew members, passengers with

disabilities, unaccompanied children, etc.
with an additional special tag, 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 purpose of its identification or additional inspection by the appropriate services.

Aeroflot PJSC is entitled to check the weight of baggage and carry-on baggage carried by a passenger at the airport of departure and/or destination. If it is determined that the passenger is transporting baggage in excess of the free baggage allowance or in excess of the quantity specified in the baggage receipt without appropriate payment for such carriage, the passenger must pay for the unpaid part of the baggage.

5.1.2. Carry-on baggage

The passenger is responsible for the safe-keeping of the carry-on baggage.

The free carry-on baggage allowances are shown on the Aeroflot PJSC website – www.aeroflot.ru.

Passengers may take one of the following items as one piece of carry-on baggage, provided that it complies with the weight allowance for the service class:

- one musical instrument whose total dimensions do not exceed 135 cm;
- one guitar whose total dimensions do not exceed 135 cm, provided the conditions established in the Section 5.3.3 of these Rules are met;
- one tennis/squash racket in a bag;
- one badminton set consisting of two rackets and three shuttlecocks in a single bag.

If a passenger's carry-on items exceed the free allowance (do not comply with the parameters established by Aeroflot PJSC regulations), the passenger shall check them as baggage according to the conditions established by the application rules of the fare for the passenger's ticket, and Rules of Passenger and Baggage Carriage of Aeroflot PJSC. As an exception,

musical instruments whose total dimensions exceed the established dimensions are allowed as carry-on baggage (the conditions established in the Section 5.3.3. of these Rules).

If the carry-on items checked as a separate baggage piece exceed the free baggage allowance stipulated by the application rules of the fare for the passenger's ticket, a payment for excess baggage will be due.

The following items can be taken on board as carry-on items (per passenger) in excess of the established allowance and without an additional fee:

a backpack whose dimensions do not exceed the limits established by Aeroflot PJSC regulations shown on the Aeroflot PJSC website, or a handbag, or a briefcase, including the items inside them;

- a bouquet of flowers;
- outerwear;
- baby food to be eaten during the flight;
- a suit bag;

a device for carrying a child (a baby cot, restraint systems (devices) for children up to two years old, a collapsible stroller whose dimensions do not exceed the limits established by Aeroflot PJSC

regulations shown on the Aeroflot PJSC website) when travelling with a child, which can be safely placed in the aircraft cabin's overhead locker or under the passenger seat in front (if it cannot be placed there, it shall be checked in as baggage at no additional cost). A portable child seat that is equipped with safety belts, certified for use on aircraft and will be secured on the

passenger seat, may be carried as a restraint device if a separate seat for the child has been paid for;

medicine and special dietary items required for the duration of the flight;

crutches, walking sticks, walking frames, rollators, folding wheelchairs, removable prosthetic limbs (arms, legs) that are needed by the passenger and can be safely placed in the aircraft cabin's overhead locker or under the passenger seat in front. Folding wheelchairs can be carried in the aircraft cabin if there is space for them to be stored safely. If not, they shall be checked in as baggage free of charge;

goods purchased at duty-free shops in the airport, packed in a single closed (sealed) plastic bag, whose weight and dimensions do not exceed the limits established by Aeroflot PJSC regulations shown on the Aeroflot PJSC website;

Oxygen cylinder/portable oxygen concentrator (whose weight and dimensions do not exceed the limits established by Aeroflot PJSC regulations shown on the Aeroflot PJSC website) to be used by a passenger with a disability (subject to an advance agreement with Aeroflot PJSC if the passenger needs these items).

Aeroflot PJSC assumes no responsibility for carry-on baggage and personal belongings that are carried by the passenger in the aircraft cabin. In the event of a break in the flight, the passenger must take carry-on baggage and personal belongings with him/her when disembarking.

5.1.3. Requirements for the contents of baggage/carry-on baggage

At airports situated within the Russian Federation, there are restrictions on the transportation of liquids, gels and aerosols in the carry-on baggage of airline passengers. This restriction applies to water and other drinks, soups, and syrups; creams, lotions and oils; perfumes; sprays; gels, including hair gels and shower gels; the contents of aerosol cans, including shaving cream and other foams, and deodorants; pastes, including toothpastes; mixtures of liquids and solids; mascara; 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 no more than 100 ml. Such containers must be placed in a transparent plastic bag with a capacity of no more than 1 litre and each passenger may carry only one such bag. These bags must have a special zipper.

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

baby food that a 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 preflight screening, as well as on board the aircraft of Aeroflot PJSC. 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 packaging is valid for 24 hours.

Liquids bought in duty free shops at the airport or on board must be packed in a reliably sealed plastic bag that allows the contents to be identified during the flight. It should carry proof that these items were bought in an airport duty free shop or on board the aircraft on the day (days) of travel.

The following items can be carried as carry-on items (personal belongings):

- a medical thermometer that does not contain mercury;
- mercury blood pressure monitor in a standard case – one per passenger;
- barometer or mercury pressure gauge, packed in a leakproof container and sealed with the sender's stamp;
- disposable lighters – one per passenger;
- dry ice for chilling perishable food – no more than 2 kg per passenger;
- 3% hydrogen peroxide – no more than 100 ml per passenger;
- non-dangerous liquids, gels and aerosols in containers of 100 ml or less (or equivalent volume in other volume measurement units), packed in a reliably sealed transparent plastic bag with a volume of 1 l or less – one package per passenger.

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

- magnetized materials;
- explosives and weapons;
- poisonous substances;
- flammable liquids and solids;
- radioactive materials;
- compressed and liquefied gases;
- oxidizing agents and organic peroxides;
- toxic substances;
- caustic and corrosive substances.

Small personal mobility equipment (electric unicycles, segways/mini segways, hoverboards, self-balancing scooters) powered by lithium batteries may not be carried as checked baggage or carry-on baggage. Such equipment may only be carried if registered as "Dangerous cargo" in accordance with the procedure established by the airline.

A detailed list of substances and items prohibited for carriage on board the aircraft by crew or passengers is given in the Technical Instructions for the Safe Transport of Dangerous Cargo by Air (Doc 9284 AN/905 ICAO).

The following items and substances may be transported by passengers on board the aircraft in checked baggage in cargo and baggage compartments isolated from passenger access during the flight, subject to compliance with required conditions:

- crossbows, harpoon guns, sabers, cavalry swords, hatchets, yatagans, broadswords, swords, epees, bayonets, daggers, knives: hunting; switchblade; folding with a locking mechanism;
- replicas of any weapons;
- household knives (scissors) with a blade length exceeding 60 mm;
- alcoholic beverages with an alcohol content greater than 24%, but not more than 70% by volume, in retail packages of no more than 5 litres (not more than 5 litres per passenger);
- liquids and alcoholic drinks with an alcohol content of no more than 24% by volume;
- aerosol containers intended for sports or household needs, protected with caps preventing the spontaneous release of their contents, with a capacity of no more than 0.5 kg or 500 ml □ no more than 2 kg or 2 l per passenger.

- a medical thermometer containing mercury, in a standard case – one per passenger.

You can read further information on appliances containing mercury on the Aeroflot PJSC website.

Aeroflot PJSC reserves the right to adopt additional air security measures for flights associated with increased risks and to prohibit the following items in the cabin of the aircraft:

- corkscrews;
- hypodermic needles (unless a medical certificate is presented confirming the need to use them during the flight);
- knitting needles;
- scissors with blades shorter than 60 mm;
- folding (without a locking mechanism) travel and penknives with a blade shorter than 60 mm;
- mercury blood pressure gauges;
- barometers and manometers containing mercury.

5.1.4. Combining baggage

If two or more passengers are travelling together for the same purpose to the same destination or stopover airport on the same flight (family members, persons who are travelling or going on a business trip together, with tickets in different bookings), their individual free baggage allowances may be combined upon request. To combine free checked baggage allowances, each baggage piece shall not weigh more than 32 kg and/or its total dimensions shall not exceed 203 cm; the total combined number of pieces shall not exceed the sum of allowed pieces; the total combined weight shall not exceed the sum of the free allowances by weight stated on the passengers' tickets.

Combining only applies to the free baggage allowance. Baggage shall be checked in for each passenger individually. The baggage of passengers travelling as a group shall be checked in individually for each passenger, entering information in the baggage receipt for each individual passenger. To check combined baggage, every passenger wishing to do so shall go to the check-in desk at the same time.

If a piece of combined baggage exceeds 32 kg, then the carriage of such piece shall be paid for in accordance with the fares established by Aeroflot PJSC.

If a passenger's free baggage allowance includes multiple pieces, as stated on his/her ticket, then his/her allowances for each piece can be combined by weight and/or size. The allowances shall be combined within the general free baggage allowance limits for one passenger, and the combined baggage piece shall not exceed 32 kg in weight and/or its total dimensions shall not exceed 203 cm.

5.1.5. Free checked baggage allowance

The free checked baggage allowance is shown on the Aeroflot PJSC website – www.aeroflot.ru. Aeroflot PJSC has the right to establish exceptions from the standard terms for free baggage allowance for certain flight destinations, notifying passengers during the flight booking process.

The parameters for checked baggage depend on the service class and are shown on the official Aeroflot PJSC website – www.aeroflot.ru.

Information on the free checked baggage allowance shall also be brought to the passengers' attention during ticketing at the ticketing location.

In addition to the free checked baggage allowance, passengers can carry their own wheelchair and one extra personal mobility aid in the aircraft's baggage hold free of charge, if they use them. The wheelchair of a passenger with disabilities shall be checked-in as checked baggage, carried in the baggage hold and issued in the baggage claim area.

A child's stroller (including an umbrella-style stroller) with dimensions exceeding the limits established by Aeroflot PJSC for carry-on baggage shall be carried in the baggage hold of the aircraft as checked baggage in addition to the baggage allowance.

5.2. Excess baggage

Carriage of all kinds of excess baggage shall be performed to the extent technically practicable for the aircraft. Passengers shall pay for baggage in excess of the free allowance according to the fares shown on the official Aeroflot PJSC website. If the above conditions are not met, excess baggage shall not be carried. Aeroflot PJSC reserves the right to prohibit the carriage of excess baggage for certain flight destinations, notifying passengers during flight booking and ticketing.

If the passenger's actual checked baggage is lighter and/or smaller and/or in fewer pieces than what was paid for in advance, then the difference between the payment for weight and/or size and/or number of pieces actually checked and what was paid for in advance shall be refunded to the passenger.

5.3. Carriage of special non-standard baggage

5.3.1. General provisions

If a passenger is travelling with non-standard or heavy baggage, with the weight of a single piece between 32 and 50 kg, with the exception of a wheelchair used by a passenger with a disability, and/or oversized baggage with single pieces whose total dimensions exceed 203 cm, then he/she must obtain approval for the carriage thereof from Aeroflot PJSC at least 36 hours before the scheduled departure, and carriage shall be performed to the extent technically practicable for the aircraft. The terms and conditions for carriage of non-standard baggage are shown on the Aeroflot PJSC website.

5.3.2. Carriage of pets in the cabin or baggage hold of the aircraft

Cats, dogs, birds and other household pets, as well as service dogs from the canine service of the federal executive authorities (hereinafter referred to as a "service dog") are accepted by Aeroflot PJSC for carriage as special non-standard baggage, if paid for in accordance with the special baggage fares, regardless of whether the passenger has checked other items as baggage. The weight of the pet (bird), the weight of the container (cage) and of the food intended for feeding the pet (bird) is not included in the free baggage allowance and shall be paid by the passenger in accordance with the special baggage fares established by Aeroflot PJSC. A guide dog accompanying a visually impaired passenger shall be carried free of charge.

Household pets (birds) are accepted for carriage only if accompanied by legally adult passengers, and subject to prior approval of Aeroflot PJSC. A guide dog may accompany a child above 12 years of age.

For the carriage of pets (birds), the passenger must provide the necessary documents established by the laws of the Russian Federation, international treaties and the laws of the country to, from or through which said carriage is to be performed.

Pets (birds) should be placed in a container (cage) for carriage which provides the necessary comfort during carriage, with air access and a reliable fastener (lock).

The owner of the animal/bird must ensure that the material and construction of the container used for carriage guarantee protection of the animal/bird from damage in the course of air carriage.

The container must be made of impact-resistant solid material. A container entirely constructed of welded, reinforcing or wire mesh shall not be accepted for carriage.

The container must be big enough for the animal to fully straighten, turn 360 degrees and lie in a natural pose.

The container bottom must be solid, waterproof, and covered with an absorbent non-toxic material. The container bottom must be constructed so that the absorbent material cannot spill.

The container roof must be solid. The top sections of the container sides must have ventilation holes/nets to allow air inside.

The container door must be fastened safely to the container so that the pet cannot force it open. The cells of the door mesh must not exceed 25x25 mm in size to prevent the pet's paws, snout or tail getting caught.

The container must have a safe lock ensuring that the container cannot open by itself or be opened by the pet, and unauthorised access to the pet shall not allowed during the flight.

The inner surface of the container must be smooth with rounded corners, to ensure that the animal is not harmed in the course of air carriage.

If the container is fitted with wheels, they must be taken off or fixed during the air carriage.

A bird's container must be covered with dense cloth during the carriage to prevent light reaching inside.

The container, when carried in the baggage hold, must be fitted with two handles to allow two baggage handlers to lift and carry it. A birdcage should be covered with dense, opaque cloth. A closed-type bag carrier providing an enclosed space is allowed as a container for the carriage of pets in the aircraft cabin.

Dogs of potentially dangerous breeds (aggressive, guard, fighting breeds as established by the list shown on the Aeroflot PJSC website - www.aeroflot.ru) shall only be carried in the baggage hold in cages reinforced as follows:

the container door must be smooth with a fully metallic construction;

the top and bottom parts of a collapsible container must be fastened with metallic bolts and nuts.

When carrying pets/birds in the aircraft cabin, several animals of the same species may be carried in a single container. A container with a pet/bird must not exceed 8 kg in weight. A passenger may only carry one such container in the aircraft cabin. The total dimensions of a (rigid) container for the carriage of pets/birds in the aircraft cabin must not exceed 125 cm (135 cm for a bag carrier). The pet must not be taken out of the container during the flight in the aircraft cabin.

When carrying animals in the baggage hold, only one animal may be carried in a single container. The weight of the container together with the animal must not exceed 50 kg. If a passenger wishes to carry more than one container, the carriage of each container must be paid for separately.

The following are not permitted for carriage as hold baggage: experimental and sick animals whose carriage as baggage is prohibited by the applicable legislation of the Russian Federation, international agreements to which the Russian Federation is a party, or the laws of the country to, from, or through which said carriage is to take place; reptiles, rodents, insects, fish and fish seed, salt and fresh water animals requiring carriage in the water, and dogs of the following brachycephalic breeds: English Bulldog, French Bulldog, American Bulldog, Pug,

Pekingese,
Shih Tzu, Boxer, Griffon Belge, Griffon Bruxellois, Boston Terrier, Dogue de Bordeaux,
Japanese Chin.

Guide dogs accompanying visually impaired passengers and service dogs from the canine service of the federal executive authorities are not subject to restrictions by breed.

Guide dogs and service dogs are accepted for carriage in the aircraft cabin subject to prior agreement and only when fitted with a muzzle, collar and leash. For carriage of a guide dog the passenger shall present a document confirming his/her disability during check-in, as well as a documentary confirmation of the dog's training. For carriage of a service dog, the passenger shall present a documentary confirmation of the dog's training, as well as a document confirming his/her status as an employee of the canine service of the federal executive authorities.

Passengers carrying dogs in the aircraft cabin without a container are assigned seats at the ends of the cabin (excluding seats by the emergency exits). During the flight, the dog must be placed next to the accompanied passenger, with its leash secured near his/her feet; it must not obstruct regular service procedures, excrete or otherwise create a hygiene issue in the passenger cabin.

The dog must wear a muzzle and collar during the entire flight.

Passengers with pets may not be seated near emergency exits, galleys and toilets. Pets must not be placed near other passengers or in the aisles.

Aeroflot PJSC is not responsible for any injury, disease or death of such pets and birds, or if they are refused entry to or transit through any country or territory.

A number of countries have special rules regarding the import of animals. Passengers can study the rules applicable to the import of animals into the country of destination in advance on the website of the Federal Service for Veterinary and Phytosanitary Surveillance or from an embassy or consulate of the country to, from or through which the carriage is to take place.

The passenger may be refused carriage of animals in the following cases:

- if the carriage of the animal was not agreed upon or confirmed in advance;
- if the breed of the dog to be carried is not what was stated by the passenger to confirm carriage;
- if the documents needed to check the animal in for the flight are not provided;
- if the carriage of the animal was not paid for;
- if the animal is aggressive or troublesome;
- if the cage does not meet the standards for animal carriage in the aircraft cabin or baggage hold, including standards for carriage of potentially dangerous dog breeds (guard, aggressive, fighting etc.);
- if there is a threat to the health and security of others, or of obstruction of the service procedures on board the aircraft.

5.3.3. Baggage carried in a passenger seat

Any baggage that requires special travel conditions (e.g. valuable, brittle, fragile, or breakable objects) can be carried in a passenger seat in the following cases:

the passenger has agreed upon this service with Aeroflot PJSC at least 36 hours before the scheduled departure time;

the baggage has undergone security screening using technical means of inspection.

The weight of such baggage shall not exceed 80 kg, and its dimensions shall not exceed 135x50x30 cm. The passenger must pay for an additional seat ticket based on the adult passenger fare, with the same fees charged. Payment for excess baggage will not apply in this case. The free baggage allowance does not apply to the passenger seat ticket purchased to transport baggage.

Baggage carried in the cabin must be packed so as to prevent any damage to the cabin equipment during the carriage. The baggage shall be placed in a window passenger seat and secured with a safety belt.

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 carrying such baggage.

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

5.3.4. Musical Instruments

Musical instruments may be carried either in the hold or in the cabin.

Passengers may carry one musical instrument whose total dimensions do not exceed 135 cm as carry-on baggage in accordance with the established weight allowance.

Additionally, one guitar may be carried whose total dimensions exceed 135 cm upon prior approval from Aeroflot PJSC at least 36 hours before the flight's scheduled departure, depending on the aircraft type and if technically practicable. The number of guitars that can be transported in the aircraft cabin is limited.

If a musical instrument is carried as carry-on baggage, this instrument shall be the only carry-on baggage piece accepted for carriage in the aircraft cabin.

When transporting a musical instrument in the cabin (except for guitars) whose total dimensions exceed 135 cm but do not exceed 135x50x30 cm, the passenger seat baggage transport rules established by the Section 5.3.2 of these Rules shall apply.

Musical instruments whose total dimensions exceed the allowed dimensions for baggage to be carried in a passenger seat (and, should the passenger wish, instruments of smaller dimensions), are carried based on the general rules of carriage for free and excess checked baggage in the hold of the aircraft, to ensure their safety during transportation.


Passengers wishing to carry musical instruments shall check in at a check-in desk in the airport.

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

Wheelchairs with dry-charged batteries shall be carried 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 may 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 and the battery is packed in a container with an absorbent material and is properly marked.

Removable prosthetic limbs (arms, legs), crutches, rollators, walking sticks, walking frames are accepted for carriage free of charge in the aircraft cabin regardless of their size and weight, and shall be stowed on the overhead baggage racks.

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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, and baggage with damaged packaging. Baggage of this category shall be accepted for carriage on condition that Aeroflot PJSC does not assume responsibility for the integrity of the contents or packaging. When checking in such baggage, a note about damage to baggage existing prior to check-in may be made on the part of the baggage tag which is given to the passenger by the Aeroflot PJSC employee. The note shall be signed by the passenger.

5.3.7. Rules for the carriage of weapons

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

When booking and checking in for Aeroflot PJSC flights, the passenger must 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 scheduled departure.

A passenger carrying weapons on flights within Russia shall carry a permit to keep and carry weapons. When carrying weapons to/from the Russian Federation and transporting weapons through the territory of the Russian Federation, the passenger must possess a permit to import/export weapons issued by the authorised body of the Ministry of Internal Affairs.

In accordance with Federal Law No 150-FZ dated 13 December 1996 on Weapons, foreign nationals may import into Russia sporting and hunting weapons upon presentation of an invitation from a legal entity licensed for hunting. The foreign national must have a contract for hunting with such a legal entity or an invitation to participate in sporting activities and the corresponding permission issued by the Ministry of Internal Affairs of the Russian Federation. These weapons must leave Russia within the terms specified by the contract or by the invitation. Weapons of other kinds, types and models owned by foreign nationals to ensure personal safety, to protect the life and health of other citizens, their property, to accompany the goods and for other purposes will not be accepted for transportation unless otherwise established by international treaties and agreements of the Russian Federation.


Weapons must be handed over for temporary storage during the flight at the departure airport and shall be delivered to owners at the destination airport.

Replica weapons (pistols, revolvers, rifles, carbines, machine guns, electric shock devices, etc.) may not be transported in the aircraft cabin. Replica weapons may only be transported in checked baggage.

Weapons shall be accepted for carriage only if unloaded, in the passenger's packaging (covers, holsters, special containers, cases, etc.) which meets the safety and security requirements for weapons. Firearms and ammunition must be kept in separate containers.

The weight of ammunition to be transported must not exceed 5 kg per passenger. Airguns with a muzzle energy of over 3 joules are classed as civilian arms and shall be transported in accordance with the procedure for carriage of other arms. A gun license is required to transport airguns with a muzzle energy of over 7.5 joules and a caliber of over 4.5 mm.

Russian-made electric shock devices and spark dischargers are classed as civilian arms and shall be transported in accordance with the procedure for carriage of other arms. A

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passenger transporting an electric shock device must carry a document containing the technical specifications to enable employees of the Ministry of Internal Affairs to verify the conformity of the device's output parameters with the parameters established by the applicable state standards of the Russian Federation. The sale of electric shock devices manufactured outside Russia is prohibited; accordingly, their carriage is also prohibited. The weapons of passengers entitled to keep and carry them and, when necessary, to import them to (export them from) Russia must be handed over 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 transported as checked baggage.

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

On-duty

officers of the Federal Guard Service of the Russian Federation and the State Courier Service of the Russian Federation, as well as military personnel and employees of other paramilitary state organisations holding appropriate travel orders who are accompanying escorted persons, shall not submit their weapons for temporary storage during the flight and may carry such weapons free of charge.

Military personnel and employees of paramilitary state organisations who are on duty but do not have a travel order and/or are not accompanying escorted persons shall also carry weapons free of charge, but shall hand over their weapons for temporary storage during the flight at the airport of departure.

In the case of transfer carriage of weapons on domestic flights through Sheremetyevo airport, passengers traveling with weapons must check in the weapons again at Sheremetyevo airport. Through check-in of passengers carrying weapons and transferring through Sheremetyevo airport on domestic flights is prohibited.

5.4. Baggage claim

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

Checked baggage shall be delivered to the passenger who has presented the claim ticket for each piece of baggage or to another person holding a notarised power of attorney from the passenger and presenting the claim ticket 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 ticket, Aeroflot PJSC may deliver the baggage to this person provided that the person provides proof of his/her right to that baggage.

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

In the event of any 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 tier members of the Aeroflot Bonus programme and other SkyTeam loyalty programmes shall be delivered to the arrival hall and issued first.

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

5.5. Tracing the baggage owner. Tracing checked baggage

5.5.1. Tracing the baggage owner

The passenger's baggage shall be stored free of charge at the destination airport for two days, including the day of arrival of the aircraft that delivered the checked baggage. Subsequent storage of the baggage shall be provided by Aeroflot PJSC or the service company.

The costs of baggage storage beyond the free storage period shall be covered by the passenger who owns the baggage in the manner prescribed by the civil laws of the Russian Federation, according to the rates established by Aeroflot PJSC or the service company.

Baggage that was not delivered to the destination airport on schedule according to the passenger's carriage document through the fault of Aeroflot PJSC shall be stored at the expense of Aeroflot PJSC.

Passenger's baggage that does not have a baggage tag and whose owner has not been established shall be considered undocumented baggage.

Passenger baggage, including undocumented baggage, that has not been received after six months from the moment of its delivery to the destination airport shall be considered unclaimed and shall be sold or destroyed by Aeroflot PJSC in accordance with the laws of the Russian Federation.

Before selling the baggage as unclaimed, Aeroflot PJSC or its authorised agent shall take steps to trace the passenger who owns the baggage during the prescribed storage period.

If the owner of the checked baggage is successfully traced, Aeroflot PJSC or its agent shall send the owner of the checked baggage a written notice of the need to claim the baggage and the procedure for claiming or delivery of the baggage.

The checked baggage shall be stored for six months after the date notice to claim the baggage was sent to the owner of the checked baggage, and if the owner of the checked baggage was not found, after the date of the aircraft's arrival at the airport. If the checked baggage remains unclaimed by the passenger upon expiration of the above period, the baggage can be sold or destroyed in the manner prescribed by the regulatory legal acts of the Russian Federation.

Carry-on baggage and possessions listed in the Section 5.1.2 of these Rules, left on board the aircraft by passengers and found after the flight, shall be stored in the airport where they were found for six months after the date of arrival of said aircraft to the airport.


Upon six months after the date of arrival of said aircraft at the airport, carry-on baggage and possessions listed in the Section 5.1.2 of these Rules may be sold or destroyed according to the procedure established by regulatory legal acts of the Russian Federation.

Perishable products located in unclaimed or undocumented baggage shall be destroyed if spoiled. The impossibility of their further storage shall be formalised by a statement confirming the fact of their spoilage.

Within six months after the date of delivery of the baggage receipt, the holder of the baggage receipt may receive from Aeroflot PJSC or its authorised agent the proceeds of the sale of unclaimed items, after deduction of the expenses incurred by Aeroflot PJSC.

5.5.2. Tracing checked baggage

If Aeroflot PJSC fails to deliver checked baggage to the passenger at the airport at which the baggage was to be delivered according to the passenger Air Carriage Agreement, then Aeroflot PJSC shall take the necessary steps to search

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for the checked baggage based on a written request from the passenger, executed based on the carriage document.

Aeroflot PJSC shall arrange for tracing the baggage immediately after the passenger submits a Missing Baggage Report.

If Aeroflot PJSC fails to deliver to the passenger checked baggage subject to customs processing at the airport to which the baggage was to be delivered according to the passenger's Air Carriage Agreement, Aeroflot PJSC shall notify the passenger of the steps the latter needs to take according to the customs laws of the Russian Federation or the laws of the country to the territory of which the baggage is to be delivered in order to have the baggage delivered to the passenger at the address indicated by him/her.

If the checked baggage is not found within 21 days after the day the Missing Baggage Report is submitted, the passenger shall be entitled to claim damages incurred in connection with the loss of the checked baggage.

If the checked baggage is found, Aeroflot PJSC shall make provisions to notify the owner of the checked baggage and deliver it to the airport (location) specified by the passenger and, at the passenger's request, to the address specified by him/her at no additional charge.

5.5.3. Misdirected and undocumented baggage

If checked baggage arrives at an airport, but its baggage tag states an airport (location) different from the airport(s) (location(s)) to which the baggage was to be delivered according to the passenger's Air Carriage Agreement (mishandled baggage) or checked baggage that has arrived at the airport without a numbered baggage tag and has not been claimed by a passenger (undocumented baggage), Aeroflot PJSC shall search for the owner of such baggage and arrange for its storage during the entire time of the search for the owner of the baggage.

If there are any inquiries regarding the baggage, Aeroflot PJSC shall arrange to forward the baggage in accordance with the baggage inquiry.

If undocumented baggage arrives at an airport, Aeroflot PJSC shall draw up an act. The undocumented baggage shall be weighed, opened and have its contents inventoried and sealed. The examination of the baggage shall be carried out by a committee created by Aeroflot PJSC or the service company.

If the undocumented baggage is found to conform to a baggage inquiry, the baggage shall be delivered in accordance with the inquiry.

6. Passenger service

6.1. Passenger check-in and boarding

6.1.1. Passenger check-in

Passengers shall arrive at the check-in location ahead of time, i.e. before the end of the check-in period, to complete the established passenger and baggage check-in procedures, pay for excess and/or other baggage subject to payment, undergo screening, etc. (hereinafter referred to as the preflight formalities) and to 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 ahead of time.

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

Check-in closing time may vary depending on the technical equipment of specific airports. Information on the cities and the check-in closing time, as well as on the privileges

provided during check-in for passengers of Business and Comfort class and elite members of the loyalty programme is available on the Aeroflot PJSC website .

Check-in of passengers and baggage is carried out on the basis of the ticket and the passenger identification document indicated in the ticket, as well as other documents established by the laws 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.

Upon check-in, passengers are issued a boarding pass indicating the passenger's initials and last name, the flight number, the date of departure, the boarding end time, the gate number and the cabin seat number. Passengers shall present their boarding pass upon boarding the aircraft. If the gate number is changed for operational or other reasons, information on the actual gate number shall be brought to the attention of the passengers via the audio or visual communication systems of the airport of departure.

If necessary, the boarding pass may also contain other information.

When checking in and/or checking baggage, the passenger shall present all baggage that is to be carried as checked baggage for weighing.

When checking in and/or boarding, the passenger must present, at the carrier's request, his/her carry-on baggage, as well as a backpack carried as carry-on baggage over the free allowance.

Aeroflot PJSC or the service company shall 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 the baggage for carriage, the number of pieces and the 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 stub (the claim part) of the numbered baggage tag, while the other part shall be attached to each piece of baggage accepted for carriage under the responsibility of Aeroflot PJSC 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 the passenger and his/her baggage has checked in, the obligation to ensure the integrity of the checked baggage shall be placed on Aeroflot PJSC.

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


Passengers who are late for passenger and baggage check-in may be denied carriage on the given flight.

Aeroflot PJSC shall not liable for any losses incurred by the passenger due to their 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 Aeroflot PJSC employees) on the Aeroflot PJSC website.

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

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passengers departing only on Aeroflot PJSC flights, with the exception of code-share flights departing from Moscow (Sheremetyevo Airport) or from cities from the list shown on the

Aeroflot PJSC website in the Online Check-in section;

passengers travelling without pets;

passengers who do not require additional services, such as accompanying a child travelling without parents, etc.

Passengers shall print out boarding passes on A4 format paper. A printed boarding pass is required to go through the departure gate.

If the boarding pass was not printed in advance, it can be printed at the check-in desk or by using a self-service check-in machine at the airport no later than 45 minutes before departure.

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

Mobile check-in

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

Mobile check-in is available to all passengers, with the following exceptions:

passengers travelling with children under two years of age;

passengers who require additional services, such as accompanying a child travelling without parents, etc.

passengers travelling with pets.

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

The mobile boarding pass must be kept on the mobile device for presentation at the airport and on board the aircraft at any time and without access to the Internet.

The mobile boarding pass can be saved in several ways:

via email;

as a photo (not available for all mobile devices);

using Passbook or Wallet applications (only for iOS);

save in Downloads (for Android).

If, for some reason, you cannot access the mobile boarding pass at the airport, you can print a duplicate of the boarding pass at the check-in desk or by using a check-in machine at the airport no later than 45 minutes before departure.

In accordance with security requirements, all passengers flying from airports within the Russian Federation must show a hard copy of their mobile boarding pass at passport control and preflight security check.

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

Check-in through a check-in machine

Passengers

can check in through a check-in machine at the airport using their booking details. After check-in, the passenger will receive a boarding pass. Check-in through a check-in machine opens 24 hours before and closes 45 minutes before the departure time; after that (until the end of check-in), the passenger may refer to the regular Aeroflot PJSC check-in desk.

A passenger who has checked using the check-in machine, mobile check-in or online check-in may drop off his/her baggage at the airport no later than 45 minutes before the departure time at special DROP OFF desks (if available) or at the regular flight check-in desk before the end of the check-in period 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. When boarding the aircraft, passengers shall present their boarding pass for the flight.

The passenger documents required for travel to the country of destination and transfer (transit) shall be verified when boarding.

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.) shall be called for boarding before other passengers.

Boarding privileges granted to Business and Comfort Class passengers and elite tier members of the loyalty programme are shown on the Aeroflot PJSC website.

Upon boarding, if passenger carry-on baggage appears to be oversized, it may be further examined on a special measuring desk by an Aeroflot PJSC or a handling agent employee. If a passenger exceeds the established carry-on baggage allowance, an Aeroflot PJSC or a handling agent employee shall check in such baggage and carry-on items according to the prescribed procedure and transfer them to the baggage compartment.


A passenger who is 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, passengers and their personal effects shall be subjected to preflight screening.

Preflight screening of passengers and their personal effects 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 commit other acts of unlawful interference in the activities of civil aviation, and to prevent the smuggling of weapons, ammunition, and explosive, toxic, highly flammable or other hazardous substances and items that are prohibited for carriage by air for aviation security reasons.

The main objective of preflight screening is the timely detection, prevention, and suppression of attempts by persons carrying weapons, ammunition, explosives, and highly flammable, toxic, radioactive or other dangerous items and substances which may be used to harm the health of aircraft passengers and aircraft crew members, create a threat to aircraft flight safety or cause another emergency (aviation accident) to board the aircraft, and also to

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prevent the smuggling of hazardous objects and substances prohibited for air transportation for aviation security reasons and other items and substances which are prohibited or restricted on the territory of Russia.

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

Preflight screening shall be conducted for all domestic and international flights of Aeroflot PJSC. Preflight screening shall be carried out after passenger check-in, quarantine, veterinary, and phytosanitary control, and in the case of international flights, after border, customs, immigration and other control.

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

Preflight screening of passengers shall be conducted using technical and special means and/or by the manual (contact) method.

During preflight screening, passengers may also be subjected to a personal (individual) search.

Inspection of personal effects of passengers that requires them to be opened shall be performed only in the presence of the passenger.

Oversized items, as well as passengers' personal effects whose internal contents cannot be determined with the use of an introscope, shall be inspected manually (via the contact method).

Transfer passengers shall undergo screening in accordance with the regular procedure.

The preflight screening procedure may vary at different airports within the flight network of Aeroflot PJSC due to the peculiarities of the legislation of countries of departure. The passengers must comply with requirements of the airport authorities of the country from which

Aeroflot PJSC operates the flight.

If undeclared dangerous substances or items are discovered on a passenger or in their personal possessions, such substances and items shall be seized according to the established procedure and a seizure report shall be drawn up. One copy of the seizure report shall be issued to the passenger.

Additional screening of the passenger and his/her personal effects and, if necessary, of his/her baggage shall be conducted manually.

If suspicious behaviour is observed indicating criminal intent or giving cause to suspect that a passenger has weapons, ammunition, or dangerous objects or substances prohibited for carriage by air, specialists of the special-purpose department (SPD) and a police officer shall be summoned.

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

6.3. Services in the airport

6.3.1. Services offered at the airport

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

the departure and arrival times of aircraft;

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

the place, start time and end time of boarding;

any delay or cancellation of the flight and the reasons for such delay or cancellation;

how to travel to the nearest city, between airport terminals and between airports;
the rules and procedures for preflight and post-flight screening of passengers and their baggage;

the general rules for compliance by passengers with requirements related to border, customs, sanitary and quarantine, veterinary and phytosanitary control stipulated by the legislation of the Russian Federation;
the location of a baby care room.

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

passenger and baggage check-in;
delivery of the passengers to the aircraft and arrangements for boarding;
delivery of the baggage to the aircraft parking area and loading, stowing and securing it on board the aircraft;
arranging for passengers to exit the aircraft and delivery of the passengers to the terminal building;
unloading the baggage from the aircraft, transporting it and delivering it to the passengers.

Passengers shall be charged no additional fee for the above services.

6.3.2. Premium services

6.3.2.1. The paid service to upgrade from Economy class to Comfort class is offered at check-in at the airport on flights operated by Aeroflot PJSC. The service is provided to passengers travelling on aircraft equipped with Premium service, who have purchased a ticket with a confirmed booking on direct or through fares for all booking classes related to the Economy class. The service is not available to passengers who have tickets with unconfirmed booking.

Passengers who have paid for an upgrade during check-in at the airport, or passengers who have been upgraded due to the lack of seats in the Economy class cabin, do not receive the right to additional baggage in excess of the limit set for the original fare paid, and miles under the Aeroflot Bonus programme shall be accrued to the passengers in accordance with the original fare paid.

6.3.2.2. Economy Class passengers can use the Space+ service. This service shall be provided on a paid basis and documented and paid for at the airport of departure. This service shall be provided free of charge to passengers holding Aeroflot Bonus Platinum and Gold Cards. Aeroflot Bonus programme Silver cardholders shall be provided a 50 percent discount for this service.

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

If the purchased Space+ service was not provided on board the aircraft, the amount paid shall be refunded at the passenger's request upon presentation of an MCO (EMD receipt) at the airline's sales office bearing a note from a check-in assistant or a flight attendant.

6.3.2.3. Business and Premium class passengers, as well as Aeroflot Bonus programme Platinum, Gold and Silver tier members and Elite Plus tier members of other SkyTeam loyalty programmes, may be provided SkyPriority expedited passport control service ⁵when travelling on international flights.

⁵ If technically practicable for the airport.

Airport lounge

The airport lounge services (hereinafter referred to as the "lounge") may be provided to Business Class passengers and Gold and Platinum tier members of the Aeroflot Bonus programme, as well as Elite Plus tier members of other SkyTeam Alliance bonus programmes, while they are waiting to board the aircraft. No additional fee shall be charged for using the lounge.

For domestic flights, the lounge services shall be provided to Platinum and Gold members of the Aeroflot Bonus Programme. Elite Plus level members of other SkyTeam Alliance bonus programmes shall be offered the lounge services regardless of the class of service if one of the flight segments is an international flight.

Platinum and Gold tier members of the Aeroflot Bonus programme and Elite Plus tier members of other SkyTeam Alliance bonus programmes may invite one guest to the lounge who is travelling with a SkyTeam alliance airline. Such a guest may join the above cardholder in the lounge even if taking a different flight.

The service shall only be provided upon presentation of a bonus programme membership card. Privileges can only be provided upon presentation of the Aeroflot Bonus programme card or SkyTeam alliance loyalty programme card whose number is stated on the booking ticket.

The duration of an Aeroflot PJSC passenger's stay at the lounge is limited to four hours before the departure of the flight. When making a transfer stopover, a passenger may spend time at the lounge until the start of boarding.

Passengers who are not entitled to visit the lounge may not enter.

6.4. In-flight service

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

Aeroflot PJSC shall ensure the following on board the aircraft:

- provision of information for passengers on flight conditions and general rules for the conduct of passengers on board the aircraft, the locations of the main and emergency exits, the conditions for leaving the aircraft in emergencies and the locations of personal protective equipment and inflatable escape slides in the cabin of the aircraft;


- provision of refreshments and/or hot drinks and meals;

- first aid.

Hot meals shall be served to passengers on flights exceeding three hours, every four hours thereafter during the daytime and every six hours during the nighttime.

Meals and hot drinks may not be provided to passengers on board the aircraft if this condition is stipulated by the rules of the carrier and the passenger has been notified of the terms of service on board the aircraft prior to the conclusion of the Air Carriage Agreement.

A bassinet shall be provided to children under one year of age on aircraft equipped with stationary children's bassinets. A pillow and a set of disposable linen shall be provided with the bassinet. A bassinet must be reserved at least 36 hours before the

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scheduled departure. The service is not guaranteed. The number of available bassinets is limited by the technical capacities of the aircraft.

Passengers shall be served meals and drinks in accordance with class of service, flight duration and time of day.

No additional fee shall be charged for the above services.

Alcoholic beverages may be served to passengers (regardless of their citizenship) only if they have reached the legal drinking age established by the laws of the Russian Federation. If there is any doubt that a person is of the required age, the flight attendant may request that the passenger present an identification document confirming the passenger's age.

Passengers may be served special meals if request in advance. Special meals must be ordered at least 36 hours before the scheduled departure time. The provision of special meals may be limited by the airport's resources. Special meals in Economy class are available on flights lasting three hours or more.

Detailed information on the types and availability of special meals, the procedure for ordering them and related restrictions is available on the Aeroflot PJSC website or through the call centre.

No additional fee shall be charged for the ordering and serving special meals.

6.5. Services provided if carriage is interrupted

If a decision is made to delay departure more than six hours before the scheduled departure, Aeroflot PJSC shall notify passengers in advance. If a decision is made to delay departure less than six hours in advance, passengers shall not be notified in advance.


If carriage is interrupted through the fault of Aeroflot PJSC, as well as in the event of a flight delay or flight cancellation due to adverse meteorological conditions or for technical or other reasons for changes made to the carriage route, Aeroflot PJSC shall provide the following services to passengers at the points of departure and at intermediate points:

- access to child care rooms for passengers travelling with children under seven years of age;
- two telephone calls or two emails if the wait for flight departure exceeds two hours;
- soft drinks if the wait time for flight departure exceeds two hours;
- hot meals if the wait for flight departure exceeds four hours, and every six hours thereafter during the day and every eight hours during the night;
- hotel accommodation if the wait for the flight departure exceeds eight hours during the day and six hours during the night;
- transportation from the airport to the hotel and back if hotel accommodation is provided, at no additional charge;
- arrangement of baggage storage.

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

For the purposes of this section, the wait time for flight departure shall begin from the time of departure indicated in the ticket.

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

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At transit or transfer points, passengers shall be provided with services subject to a confirmed booking for the next segment of the itinerary, regardless of the cause of the flight delay.

If flight departure is delayed by six or more hours during the night or by eight or more hours during the day from the scheduled departure time, passengers shall be offered accommodation at hotels providing at least three-star services.

For passengers without a visa, provisions shall be made for special accommodation with adherence to the procedure for serving transfer passengers without visas at the airport and for interacting with government agencies and other services when accommodating this category of passengers at hotels.

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

A passenger may refuse hotel services, but he/she shall not be entitled to reimbursement of expenses for the cost of the unused services.

7. Rules of conduct for passengers during preflight servicing and on board the aircraft

7.1. Rights and obligations of passengers for complying with the Rules of Conduct

7.1.1. Passengers may:

- demand the provision of any and all services stipulated by the terms and conditions of the Air Carriage Agreement;
- if their life, health, honour and dignity are in danger, request that Aeroflot PJSC employees take measures to protect them;
- use portable electronic devices during the whole flight in Airplane mode.

7.1.2. Passengers must:

When paying and/or booking carriage on the official Aeroflot PJSC website, acknowledge and further comply with these Rules of Conduct established by the airline company, as well as safety rules and regulations on the carriage of carry-on baggage in the cabin.


Unconditionally comply with the requirements of ground service employees, authorised representatives of Aeroflot PJSC, the pilot-in-command and the recommendations of other crew members:

- at the base airport in the check-in area and upon boarding the aircraft;
- in the preflight passenger and carry-on baggage screening area;
- on board the aircraft before takeoff and during the flight;
- in stopover and destination airports.

Take the seat specified in the boarding pass. Seats may only be changed after approval from a flight attendant and after obtaining permission from the pilot-in-command;

Stow carry-on baggage and possessions listed in the Section 5.1.2 of these Rules in the specially designated places and in accordance with the rules for carriage of carry-on baggage.

Keep seat belts fastened when the “Fasten seat belts” sign is lit (we recommend keeping seat belts fastened during the entire flight).

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Observe public order.

Turn off or switch electronic devices to offline mode (Airplane mode) at the request of crew members at any time during the flight.

7.1.3. Passengers may not:

create situations that threaten the life, health, honour and dignity of other passengers or aviation employees; verbally insult, threaten or threaten physical violence;

drink alcoholic beverages during the flight except those served on board the aircraft; be in a state of alcoholic intoxication that offends human dignity and public morality (Article 20.21 of the Code of Administrative Offences of the Russian Federation);

smoke (including electronic cigarettes) on board the aircraft during the whole duration of the flight;

cause discomfort to other passengers or interfere with the work of the crew; damage the property of Aeroflot PJSC and/or remove it from the aircraft;

use emergency equipment without the authorisation of the crew;

open sealed packets with goods from duty-free shops before the end of the flight;

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

7.2. Sanctions in the event of violation of the above rules by the passenger:

Failure by persons on board the aircraft to comply with the lawful orders of the pilot-in-command constitutes a basis for administrative sanctions in accordance with Part 6 of the Article 11.17 of the Code of Administrative Offences of the Russian Federation (introduced by Federal Law of the Russian Federation No 336-FZ dated 21 December 2009), which provides for punishment in the form of an administrative fine from two thousand to five thousand roubles or administrative arrest for up to fifteen days;

compensation by the offending passenger for material damage he/she caused to Aeroflot PJSC as a result of the destruction of the company's property;

removal of the offending passenger from the aircraft at its nearest place of landing, and if the aircraft is forced to perform an emergency landing, demand that this passenger compensate for the additional costs incurred by the airline company as a result of his/her unacceptable behavior;

transfer of the offending passenger to law enforcement bodies regardless of the country of landing (imprisonment in some countries of up to two years);

informing the competent authorities for the purpose of cancelling visas issued by both the Russian Federation and other states;

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

blocking for any period the member's Aeroflot Bonus programme account, cancellation of all accrued miles and cancellation of the programme member account, cancellation of the member's elite tier in the programme. If a member's account is cancelled, his/her subsequent participation or re-registration in the Aeroflot Bonus programme shall not be permitted.

denial of conclusion of the Air Carriage Agreement to a passenger who has been included

in the list of persons to be denied carriage by Aeroflot PJSC, according to the procedure established by the Article 107.1⁶ of the Aviation Code of the Russian Federation.

7.3. Liability of passengers for violations of the Rules of Conduct

Passengers are liable for violations of the Rules of Conduct:

on domestic routes within the Russian Federation — in accordance with the applicable laws in the Russian Federation;

on international routes — in accordance with the requirements of international air laws and applicable legislation in effect in the country of destination, regardless of the country of registration or operation of the aircraft performing the flight;

Russian citizens and permanent residents of the Russian Federation, stateless persons who have committed a crime outside the country, directed against citizens and property of the Russian Federation, in accordance with Part 1, Article 12 of the Criminal Code of the Russian Federation are subject to criminal liability upon their return to Russia if a foreign state court has not tried them for this crime.

7.4. Rights of the staff of Aeroflot PJSC with respect to ensuring that passengers follow the Rules of Conduct

7.4.1. Since the violation of these Rules not only threatens the safety and affects the comfort of passengers, but also causes additional stress for the flight and ground crew of the airline, the management of Aeroflot PJSC adheres to the following policies as regards passengers who violate these Rules of Conduct:

to take appropriate actions in the event of any violation of the Code of Conduct with the application of relevant sanctions;


to authorise the airline's flight and ground crew to prevent and stop violations of the Code of Conduct;

to provide all possible assistance to law enforcement bodies in prosecuting individuals who violate the Passenger Code of Conduct and apply respective sanctions to them.

7.4.2. When passing check-in or other preflight formalities, the authorised representative of the airline has the right to unilaterally terminate the passenger's Air Carriage Agreement by refusing to carry the passenger if the passenger's state of health requires special conditions of carriage by air or threatens the safety of the passenger or other persons, which is confirmed by medical documents, and creates confusion and unavoidable discomfort for other persons (Section 3 Part 1 of Article 107 of the Aviation Code of the Russian Federation), or if the passenger's baggage contains substances that are banned from air carriage (Section 7 Part 1 Article 107 of the Aviation Code of the Russian Federation).

The Carrier may unilaterally terminate the passenger's Air Carriage Agreement for violation of the rules of conduct on board the aircraft, thereby endangering the safety of the flight or the life or health of other persons, as well as the failure by the passenger to comply

⁶ effective 4 June 2018

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with instructions of the pilot-in-command given in accordance with Art. 58 of the Aviation Code of the Russian Federation (par. 6 part 1 Art. 107 of the Aviation Code of the Russian Federation).

The decision to deny the right to board the flight is made based on the Instructions on actions taken by airline employees upon Violation of the Rules of Passenger Conduct during Pre-flight Service and on Board the Aircraft of Aeroflot PJSC.

7.4.3. In accordance with Articles 6, 7, 8, 9, 12, 13 of the Convention and Article 58 of the Aviation Code of the Russian Federation, in order to ensure flight safety, while in flight the pilot-in-command may:

make the final decision on take-off, flight and landing of the aircraft as well as on terminating the flight, returning to the airfield or emergency landing, in cases where there is an obvious threat to the flight's safety, to save people's lives;

to ensure the safety of the flight, give orders, and demand their fulfillment, to any person on board the aircraft;

take any and all necessary measures, including coercive measures, with regard to persons whose actions pose a direct threat to aircraft flight safety and who refuse to follow the instructions of the pilot-in-command;

remove such persons from the aircraft upon arrival at the nearest airport and, if they commit an act that may be classified as a crime, hand them over to law enforcement authorities.

7.4.4. In accordance with Aeroflot PJSC policy with respect to passenger alcohol consumption, members of the flight crew of the aircraft may: terminate the service of alcoholic drinks to passengers under the influence of alcohol or other substances;


to comply with Russian legislation and air flight security requirements and flight safety, remove alcoholic beverages and tobacco products and perfumes bought in duty free shops in airports or on board the aircraft from the passengers during the flight (with their return at the end of the flight).

7.4.5. The following measures can be applied in the event of a nearest scheduled or emergency landing following a violation of the rules of passenger conduct that creates a threat to flight safety or a threat to the life or health of other persons, and in the event of failure by the passenger to comply with the instructions of the pilot-in-command:

removal of the offending passenger from the aircraft and unilateral termination of the passenger's Air Carriage Agreement without compensation (on the basis of Article 107 of the Aviation Code of the Russian Federation);

the imposition and collection of a fine imposed in the country where the aircraft lands by the authorised body of this country, as well as compensation to be paid by the passenger for damage caused to the airline, including (in case of a forced landing) for the emergency landing;

hand over the offending passengers to law enforcement agencies if they have committed an act that may be classified as a crime.

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8. Transport security requirements for passengers

In accordance with transport security legislation, passengers on aircraft and in ground-based air transport infrastructure facilities must:

enter the transport safety area (aircraft, air transport ground infrastructure facilities) in accordance with the established rules of inspection, additional inspection and re-inspection to ensure transport security;

comply with the requirements of transport security employees associated with the performance of their duties;

inform transport security employees of events or actions that endanger transport security.

Passengers travelling on an aircraft may not:

bring into the transport security area items and substances that are prohibited or limited for carriage on board the aircraft;

impede the operation of transport security facilities located in the transport security area (in aircraft and air transport facilities of the ground infrastructure);

accept from other individuals (strangers) items for carriage on board the aircraft without notifying transport security employees;

perform actions that prevent the functioning of technical equipment and aircraft personnel, including making deliberately false statements about events or actions that endanger the safety of aircraft, as well as actions aimed at damaging (theft) elements of the aircraft, which may make them unfit for service or endanger the life or health of passengers, transport infrastructure personnel, transport security employees and other persons;

hand over to third parties documents providing the right to pass inspection procedures in a special manner, for entering the transport security area;

enter the aircraft transport security area, air transport ground infrastructure facilities outside (bypassing) the installed entrances;

take actions that simulate the commission or preparation of acts of unlawful interference with air transport on aircraft and air transport ground facilities infrastructure.

9. Liability insurance

Aeroflot PJSC shall insure its civil liability to the passenger for damage caused to the life, health or property of the passenger in the course of carriage in accordance with the requirements of the effective laws of the Russian Federation.

Information on the insurer (its name, location, mailing address, telephone number) and the compulsory insurance agreement (number, date of conclusion, effective term) shall be available at ticket sales offices, on the paper ticket or on the Aeroflot PJSC website.

If an insurance event occurs, Aeroflot PJSC shall notify each injured party whose personal data is in the company's possession of the following:

1) the rights of the injured parties and the procedure to be followed by the injured parties in order to receive compensation for damages;

2) the insurer and all its branches and representative offices in all constituents of the Russian Federation (names, locations, postal addresses, phone numbers, address of the official website, working hours);

3) the compulsory insurance agreement (number, date of conclusion, effective term).

Aeroflot PJSC shall also provide the above information to other persons who approach it for information in relation to the occurrence of an insured event (to beneficiaries⁷).

In the event of wrongful death or serious damage to the health of the injured party, Aeroflot PJSC shall notify the relatives of the injured party or other persons who approach Aeroflot PJSC for information regarding harm caused to the life, health or property of the injured party of the rights of beneficiaries.

The procedure for passengers or other beneficiaries to claim insurance indemnity, as well as the procedure and time line for its payment, shall be established by the laws of the Russian Federation.

During the effective period of a code-sharing agreement, if Aeroflot PJSC acts as the actual carrier of code-sharing flights, Aeroflot PJSC shall provide for the insurance coverage of such flights pursuant to the terms and conditions of the agreement, while including the marketing partner as an additional insured party when insuring liability.

10. Liability of Aeroflot PJSC and the passenger. Procedure for making claims against Aeroflot PJSC

10.1. General principles of liability

Aeroflot PJSC bears responsibility to the aircraft passenger in the manner prescribed by the laws of the Russian Federation, international treaties of the Russian Federation and the passenger's Air Carriage Agreement.

Whenever the legislation of the Russian Federation, the conventions on international air carriage, the documents issued by the International Civil Aviation Organisation (ICAO), the international agreements or treaties in action whereto the Russian Federation is a party (hereinafter referred to as the "Acts") establish additional limitations of liability of Aeroflot PJSC in addition to these Rules, then the above Acts shall be enforced.

Aeroflot PJSC shall compensate damage inflicted during the aircraft's operation if it cannot provide proof that the damage occurred as a result of an insuperable force or the injured party's intent.

Aeroflot PJSC and the passenger are liable for violation of customs, currency, sanitary, quarantine or other rules in accordance with the laws of the Russian Federation.

⁷ The beneficiary shall be the injured party whose health and/or property has suffered damage. In the case of wrongful death, the people who incurred the actual necessary burial expenses shall be considered the beneficiaries with regard to the compensation of such expenses, and with regard to the balance of the insurance compensation, the beneficiaries shall be the persons entitled to compensation for the loss of a breadwinner in accordance with civil laws, and in the absence of such persons, the spouse, parents, or children of the diseased, or the persons upon whom the injured party was dependent if such party did not have an independent income.

10.2. Liability of Aeroflot PJSC

10.2.1. Liability of Aeroflot PJSC for damage caused to the life or health of an aircraft passenger

The liability of Aeroflot PJSC for damage caused to a passenger's life or health during air carriage is prescribed by the Aviation Code of the Russian Federation, international treaties of the Russian Federation or, if the passenger's Air Carriage Agreement does not provide for a larger compensation of the above-mentioned damage, by the civil legislation of the Russian Federation.

Aeroflot PJSC shall make a payment of two million roubles as compensation for the wrongful death of an aircraft passenger during air carriage to those persons who are entitled to receive compensation for damage in the event of the death of their breadwinner in accordance with civil legislation; if there are no such persons, the compensation shall be paid to the parents, spouse, or children of the deceased aircraft passenger, or to the persons upon whom the injured passenger was dependent if such a passenger did not have an independent income. The compensation shall be distributed among the persons entitled to receive it in proportion to the number of such persons.

Aeroflot PJSC shall pay compensation for damage inflicted to an aircraft passenger's health during air carriage to an amount determined based on the nature and degree of the damage to health in accordance with the standards prescribed by the Government of the Russian Federation.

This compensation shall not exceed two million roubles.

If the amount of compensation determined in accordance with civil legislation for damage inflicted to the life or health of an aircraft passenger during air carriage is more than the amount of compensation for damage, payment of such compensation shall not exempt Aeroflot PJSC from compensating for such damage to the extent that it exceeds the amount of the compensation paid.


For the purposes of this article, air carriage of a passenger includes the period starting from completion of preflight formalities prior to boarding the aircraft and until the aircraft passenger leaves the airport under the supervision of persons authorised by Aeroflot PJSC.

10.2.2. The liability of Aeroflot PJSC for loss of baggage, missing contents or damage to baggage, as well as the passenger's carry-on items

Aeroflot PJSC is liable for the loss of baggage, missing baggage contents or damage to baggage after it has have been accepted for air carriage until the moment it is delivered to the passenger or to another individual or legal entity in accordance with established rules unless Aeroflot PJSC provides proof that all necessary measures were taken to prevent the damage or that such measures could not be taken.

Aeroflot PJSC is liable for the safety of the passenger's carry-on items unless it provides proof that the loss of these items, missing contents or damage to these items occurred as a result of circumstances that Aeroflot PJSC could not prevent or eliminate or as a result of the passenger's intent.

Aeroflot PJSC shall be held liable for the loss of baggage, missing baggage contents or damaged baggage unless it proves that this is not the result of deliberate acts (omissions) by Aeroflot PJSC or did not occur during the air carriage.

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To determine the liability amount, the total weight of such a piece of baggage shall be taken into account. If the weight of the baggage cannot be determined, the liability amount may be determined using the table of weights (IATA Recommended Practice 1751) and based on technical specifications.

10.2.3. The liability of Aeroflot PJSC for loss of baggage, missing contents or damage to baggage, as well as the passenger's carry-on items

For the loss of or damage to special mobility devices (including wheelchairs) belonging to disabled passengers – at the value of these devices.

For the loss of the passenger's carry-on items, missing carry-on contents or damage to carry-on items – at their value; if it is impossible to determine the value, the liability amount shall not be more than eleven thousand roubles.

The amount of Aeroflot PJSC's liability for the loss of baggage, missing baggage contents or damage to baggage, as well the passenger's carry-on items, is as follows:

for domestic flights for the loss of baggage, missing contents or damage to baggage accepted for air carriage without a declared value – at their value, but no more than six hundred roubles per kilogram of baggage weight,

for international flights the liability of Aeroflot PJSC for faults during the carriage of baggage accepted for carriage without a declared value is limited by the amount established by the conventions on international air carriage.

Aeroflot PJSC shall be exempt from liability if it provides proof that the loss, missing contents or damage occurred as a result of circumstances that could not be prevented by Aeroflot PJSC or whose elimination did not depend on Aeroflot PJSC, in particular, due to:

- the fault of the person who dropped off or claimed the baggage,
- the natural properties of the transported items,
- packaging defects that could not be noticed during the visual check of the accepted baggage,
- special properties of items contained in the baggage or substances requiring special conditions or precautions during transportation or storage.

Aeroflot PJSC shall not be held liable for fragile or perishable items, money, jewellery, precious metals, securities and business documents, passports, keys and other documents placed in checked baggage.

Aeroflot PJSC shall not be held liable for minor damage to baggage (scratches, scuffs, dents, absence of cover, belts, absence of a padlock) that does not affect its future use.

10.2.4. Liability of Aeroflot PJSC for delayed delivery of passengers and baggage

In the event of a delay in delivering passengers or baggage to the destination point, Aeroflot PJSC shall pay a fine of 25 percent of the monthly minimum wage as defined by federal law for each hour of delay, but no more than 50 percent of the carriage charge unless it provides proof that the delay resulted from an insuperable force, elimination of an aircraft defect endangering the aircraft passengers' life or health, or other circumstances beyond the control of Aeroflot PJSC.

10.2.5. Liability of Aeroflot PJSC for losses arising from a delay in the air carriage of passengers

The liability of Aeroflot PJSC for losses arising from a delay in the air carriage of passengers is limited to the liability prescribed by the the conventions on international air carriage and the Aviation Code of the Russian Federation (for domestic flights).

Aeroflot PJSC shall be held liable for harm or damage unless it provides proof that Aeroflot PJSC and its employees and agents took all necessary measures to prevent the harm or damage or that such measures could not be taken.

Aeroflot PJSC shall not be held liable for harm or damage directly or indirectly resulting from the passenger's nonobservance of the laws, decrees, rules or prescriptions of the government bodies of any country to, from or through the territory of which carriage is performed or resulting from a cause beyond the control of Aeroflot PJSC.

Aeroflot PJSC shall not be held liable if the passenger declines to use the services provided and shall not compensate for damage or expenses that the passenger may bear as a result of such refusal.

10.2.6. Agreements on extending the scope of Aeroflot PJSC's liability

Aeroflot PJSC is entitled to conclude agreements with passengers on extending the scope of its liability as compared to the limits prescribed by the laws of the Russian Federation or by international treaties of the Russian Federation.

10.2.7. Liability for damage inflicted by an aircraft collision

Financial liability for damage caused to the life or health of an aircraft passenger, as well as for damage inflicted to the property of third parties carried on the aircraft, shall be borne by the aircraft owner in accordance with aviation laws, reserving the right to make a counterclaim (recovery) against the faulty party.

10.2.8. The amount of liability for damage caused during air carriage

The aircraft owner is liable for damage caused to the life, health or property of an aircraft passenger during air carriage to the extent prescribed by the laws of the Russian Federation unless otherwise provided for by an international treaty of the Russian Federation.

The aircraft owner is liable for damage inflicted to the life, health or property of third parties during air carriage to the extent prescribed by the laws of the Russian Federation unless otherwise provided for by an international treaty of the Russian Federation.

10.3. Liability of the passenger

If the passenger causes damage to Aeroflot PJSC, the passenger shall bear material liability within the amount of the inflicted damage.


The passenger shall be liable for compliance/non-compliance with:

The Terms and Conditions of the Air Carriage Agreement and these Rules,

The instructions of the aircraft's pilot-in-command,

Fire safety rules, sanitary and hygiene or disease control rules and other similar rules,

Rules for the carriage of dangerous substances or items,

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Flight safety rules (attempt to open an aircraft door or hatch, refusal to fasten one's seatbelt, smoking in a non-designated place, etc.).

The passenger shall be held liable for violating public order, order in air terminal buildings and city agencies, airports, landing fields and aircraft, and for wrongful actions with respect to other passengers and Aeroflot PJSC employees.

The passenger shall be liable to other passengers and third parties in the event of damage to their property, health or life as a result of the passenger's actions in relation to the improper carriage of carry-on baggage and additional items listed in the Section 5.1.2 of these Rules.

The passenger shall be liable to Aeroflot PJSC in the event of damage to its property as a result of the passenger's actions in relation to the improper transportation of carry-on baggage and additional items listed in the Section 5.1.2 of these Rules.

The scope of administrative and criminal liability is determined by the laws of the Russian Federation or of the country of stay.

In the event the passenger discloses his/her own personal details to third parties, Aeroflot PJSC will not be liable for any damage caused by the damage caused by actions of said third parties, in connection to changes made to a booking or ticket.

10.4. Procedure and terms for a passenger to make claims for damages

10.4.1. General provisions

The liability of Aeroflot PJSC for failures during the carriage of the passenger's baggage is based on a PIR, drawn up upon baggage claim in the arrival hall at the Lost & Found desk to certify the event of improper carriage of the passenger's baggage, including in the event of damage to baggage, missing baggage contents or loss of baggage.

A Property Irregularity Report (PIR) is not considered to be a written claim.

If baggage was claimed without complaint, it is supposed, unless proven otherwise, that it was delivered in good condition and according to transportation documents.

In the event of damage to the baggage, the person entitled to receive it shall submit a written claim to the carrier.

The passenger or his/her authorised person upon presentation of a duly issued power of attorney may submit a claim.


10.4.2. The time and procedure for making a claim against Aeroflot PJSC with regard to domestic air carriage

For domestic air carriage, a claim against Aeroflot PJSC may be made within six months. The period begins on the day of the event that is the basis for the claim.

Aeroflot PJSC is entitled to accept a claim for consideration after the period is over if there is a good reason for missing the claim deadline.

10.4.3. The time and procedure for making a claim against Aeroflot PJSC with regard to international air carriage

If baggage is damaged during international air carriage, the person entitled to claim the baggage shall submit the appropriate written notice to Aeroflot PJSC no later than within seven days after receipt of the baggage. In the event of a delay in baggage delivery, the claim must be

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submitted within twenty-one days after the baggage was delivered to the person entitled to receive it.

In the event of baggage loss, a claim may be submitted to Aeroflot PJSC within eighteen months of the day of the aircraft's arrival at the destination point or the day when the aircraft should have arrived or the day air carriage was completed.

10.4.4. Documents required to submit a claim

For baggage damage:

application specifying the amount of damage;

Property Irregularity Report;

baggage tag;

receipt confirming the value of the damaged baggage. In the absence of a receipt, provide a photograph of the damaged baggage and report the brand, item number, year of purchase;

receipt for repair (if the baggage is subject to repair) or a report stating that it cannot be repaired. In the absence of a receipt, the baggage value shall be determined based on the average price of similar goods.

In the event of baggage loss:

the passenger's application with a list of items that were in the baggage specifying their value;

documents (receipts, bills) confirming the amount of losses incurred;

Property Irregularity Report;

baggage tag.

In the event of missing contents:

the passenger's application with a list of lost items specifying their value;

documents (receipts, bills) confirming the amount of losses incurred;

Property Irregularity Report;

baggage tag.

Compensation shall be paid if a difference between the weight of the checked baggage and the weight of the received baggage is established. If theft is suspected, the passenger may apply to law enforcement authorities.

In the event of a delay in delivery of baggage for domestic flights:

application for compensation of material damage;

Property Irregularity Report;

baggage tag;

documents confirming the costs associated with obtaining the baggage.

For international carriage, in the event of arrival at a location outside the country of the passenger's permanent residence, documents (receipts, bills) confirming the losses incurred during the absence of the baggage.

11. Final provisions

These Rules may be modified by Aeroflot PJSC without prior notice to passengers. However, if the carriage has been paid for, such modifications shall not be applied to it.

Amendments and additions to the Rules are prepared in the form of a new document version which shall be approved and put into force by order of the General Director.