

Dear Agents!

We inform you about changes in the application rules of PJSC Aeroflot Flex brand fares (cat. 16 Penalties, 31 Voluntary changes, 33 Voluntary refund) for sale and transportation starting from March 14, 2024.

For tickets issued at Flex brand fares starting from March 14, 2024, regardless of service class:

- Refund of transportation upon notification of refusal of carriage less than 40 minutes before the flight departure time, indicated on the ticket, is not permitted;
- Making changes to the issued transportation less than 40 minutes before the flight departure time, indicated on the ticket, is not permitted.

Changes will be implemented in the booking system from March 14, 2024 and will be considered when carrying out automatic exchanges/refunds (according to parameters cat. 31, 33).

We remind you that when passengers apply from March 14, 2024 for voluntary changes in the tickets purchased before March 14, 2024, the following should be taken into account:

- if the changes affect the first coupon of a completely unused air ticket, then after the exchange the rules of the new fare will apply to the new air ticket,
- in all other cases, if the changes do not affect the first coupon or the carriage has started (the ticket is partially used), the fares and rules at the time of issuing the original ticket apply.

Sincerely,
PJSC «Aeroflot»