



AEROFLOT INFORMS TRANSAERO PASSENGERS OF TICKET RETURN PROCEDURE

News / Airlines



Following the Russian aviation regulator's decision to annul JSC Transaero's operator's licence from 26 October, and in line with Aeroflot's obligation to ensure carriage for Transaero passengers with tickets for travel through 15 December 2015, on routes covered by Aeroflot, Aeroflot advises all travellers of the following procedures governing the return and refund of tickets for flights paid for but not carried out.

The following categories of passengers who have refundable or non-refundable Transaero tickets must return their tickets in order to receive a refund of flight cost, fees and other taxes:

- passengers whose ticketed journeys start after 15 December;
- passengers whose ticketed journeys start before 15 December but end after 15 December;

- passengers holding tickets for flights to/from destinations in Ukraine from 25 October;
- passengers whose ticketed journeys start or end at any of the following destinations:
 - Toronto, where the first ticketed flight is after 23 October;
 - Kostanay, Bukhara, if the first ticketed flight is after 25 October;
 - Kokchetav, Kyzylorda, Paphos, Rimini, Alicante, Lisbon, Ovda, Goa, Colombo, where the first ticketed flight starts after 26 October.

The following passengers can choose to seek a refund on the terms outlined above:

- passengers whose ticketed journeys start and end before 15 December 2015, and where one or several flights were cancelled by the carrier on their own initiative.

Refunds are provided according to the following procedure:

1. For travel booked in the Russian Federation.

If your journey was booked and paid for in the Russian Federation by an authorised Transaero agent, refunds will be issued at the location where the booking was made and paid for.

If your journey was booked and paid for via the official Transaero website, refunds will be issued centrally on receipt of applications made according to a set format, which can be downloaded here: <http://transaero.ru/ru/info-and-services/vozvrat/internet>. Refunds will be made to the card used to buy the ticket.

If your journey was booked and paid for in Transaero sales offices, and when the authorised Transaero agent refuses, refunds will be issued centrally on receipt of applications made according to a set format — a form that can be completed on Transaero's official website: <http://transaero.ru/ru/info-and-services/vozvrat/internet>.

In exceptional cases, for example where the applicant has no internet access, printed applications can be submitted to any Transaero sales office in the Russian Federation. Addresses of Transaero sales offices can be found here: <http://transaero.ru/ru/info-and-services/tickets/sales-offices/>.

From 27 October, applications for refunds to passengers Sberbank rouble-denominated bank accounts can be submitted in the following authorised Sberbank offices:

25 Nikulinskaya Ul., Moscow

18 B. Yakimanka Ul., Moscow

8 Branskaya Ul., Moscow

9/2 Vozdvizhenka Ul., Moscow

14 Shosse Entuziastov, Moscow

38 Liublinskaya Ul., Moscow

10 Bibirevskaya Ul., Moscow

7a/1 Preobrazhenskaya Ploshchad, Moscow

16 Novoslobodskaya Ul., Moscow

3 Dnepropetrovskaya Ul., Korpus 5A, Moscow

59 Svetlanskaya Ul., Vladivostok

42 Otke Ul., Anadyr

5 Naberezhnaya Reki Magadanka Ul., Magadan

12 Gamarnika Ul., Khabarovsk

220 Moskovsky Prospekt, Lit. A, Pom. 5N, 6N, 15N, 29N, St. Petersburg

67 Kyuibishev Ul., Yekaterinburg

20 Serebrennikovskaya Ul., Novosibirsk

The following information must be provided by passengers along with their printed refund applications:

- Full first name, surname, and (where applicable) in Russian and Latin letters
- Date of birth
- Russian internal passport details
- Russian foreign travel passport details
- Plane ticket number, flight number, full route and departure date
- Birth certificate where the refund is for a minor (under 18 years of age)

Paper applications will be available at the offices listed above and will be processed within 30 working days.

If the application for a refund of flight costs, fees and taxes for unused tickets or parts of the journey is approved, passengers will be able to receive refunds as set out below:

- direct to the bank card used to make the purchase (in booking and paying for the journey via bank card on the website or in Transaero sales offices)
- direct to bank cards issued by Sberbank (where passengers hold such cards)
- direct to passengers Rouble denominated bank accounts at Sberbank (where passengers hold such accounts)

2. For travel booked abroad.

All refunds will be issued centrally following submission of a standard application: <http://transaero.ru/ru/info-and-services/vozvrat/internet>

Printed applications for refunds are accepted at Transaero representative offices abroad. The addresses of Transaero representative offices can be found on the Transaero website <http://transaero.ru/ru/info-and-services/tickets/sales-offices/>, and printed applications will be available in those offices <http://transaero.ru/ru/info-and-services/tickets/sales-offices/>.

Applications for refunds will be processed within 30 working days. Where they are approved, funds will be returned to the passenger via the Transaero representative office where the applications were submitted.

Aeroflot confirms that it will carry out the responsibilities taken on regarding the carriage of Transaero passengers whose journeys start and end by 15 December inclusive and are on routes covered by Aeroflot.

For passengers' convenience, the main page on Transaero's website now shows an updated version of the online flight checking service: <http://info-services.transaero.ru/status>.

Any passenger can now check the status of their flights (updated daily) and see information on new bookings, without dialling a Transaero call centre. Passengers will need to put in their full name in Latin letters as on the ticket, the flight number code without UN and flight date.

Information on new bookings appears in the online system after the Transaero call centre has produced a new ticket for each passenger.

To ensure uninterrupted transportation for Transaero passengers, Aeroflot has established a flight coordination centre to oversee Transaero operations. Transaero passengers will be carried up to 15 December on Transaero flights, and by Aeroflot Group companies and other Russian carriers.

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