



AEROFLOT SUSPENDS SALES OF TICKETS TO TURKEY AND AMENDS ISTANBUL FLIGHT SCHEDULE

News / Airlines



Aeroflot today announces that it has suspended sales and re-booking of tickets to Istanbul and Antalya for Russian citizens following the ban imposed on 16 July by the Russian aviation regulator, Rosaviatsia, on Russian citizens entering Turkey. **The airline is continuing to sell tickets for flights departing from Turkey. Foreign citizens have an opportunity to book tickets from Russia to Turkey via Aeroflot Call-Centre +749223555 (for Moscow), 88004445555 (toll free from Russia) or at all Aeroflot Sheremetyevo sales offices** (sales via Aeroflot website and via travel agencies from Russia to Turkey are halted).

Sales will resume once Rosaviatsia lifts its ban.

Passengers holding tickets dated up to 19 July inclusive for flights between Russia and Turkey may return their tickets without incurring a penalty. Passengers may make one change to the date of their departure from Turkey to a later date (up to 29 October 2016 inclusive) during the period of validity of the ticket without incurring additional fees or penalties. Tickets can be returned to the

point of sale (for flights paid for through Aeroflot's website, returns can be made through Aeroflot's contact centre and at the airline's sales offices).

Passengers will be kept informed by Aeroflot's information and reservations centre.

Holders of non-Russian passports will be admitted to boarding on flights from Russia to Turkey. Non-Russian passengers may also make amendments to their tickets by contacting Aeroflot. All passengers holding Aeroflot tickets will be admitted to boarding on flights to Russia departing from Turkey.

Effective 26 July, Aeroflot will operate a daily flight to Istanbul on the following schedule:

Flight **SU 2136** from Moscow to Istanbul will depart Sheremetyevo International Airport at 10:05am, arriving Istanbul Atatürk Airport at 1:40pm (all times local)

The return flight **SU 2137** Istanbul-Moscow will depart Istanbul Atatürk Airport at 2:55pm, arriving Sheremetyevo International Airport at 6:25pm (all times local)

Aeroflot will inform passengers about changes to the situation regarding flights to Turkey in due course.

Additional information is available by contacting Aeroflot's 24-hour Call Centre on +7-495-223-5555 (Moscow), 8-800-444-5555 (free inside Russia) or at all Aeroflot sales offices.

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