

About voluntary refund/ exchange of non-refundable  
tickets, issued for N4 regular flights during the period  
March,14 – April, 15/ 2020

To LLC “Nord Wind” Agents

Dear Colleagues!

Nord Wind Airlines (N4) informs you that for tickets issued on/after March 14, 2020 and on/before April 15, 2020 with 216 airline ticket stock for any N4 regular flight (with no travel dates restrictions) special rules will apply for voluntary exchange/ refund of the following non-refundable fares:

- For all fares of Economy-Lite Fare Brand (YLT), including direct and transfer fares, with the following fare basis codes: \*LTOW / \*LTRT / \*TLTOW / \*LTRT, where \* is corresponding RBD.
- For all fares of Economy-Optimum Fare Brand (YOM), including direct and transfer fares, with the following fare basis codes: \*OMOW / \*OMRT / \*TOMOW / \*TOMRT, where \* is corresponding RBD.
- For all fares of Business-Optimum Fare Brand (COM), including direct and transfer fares, with the following fare basis codes: C(D,Z)OMOW / C(D,Z)OMRT / C(D,Z)TOMOW / C(D,Z)TOMRT, where C, D, Z – are corresponding RBDs.
- For all subsidized fares (fare basis codes: USOCCH, USOCIAL)

Voluntary exchange /refund 40 min and more before departure should be made with the following charge:

- for domestic flights - 900 RUB per ticket;
- for international flights - 10 EUR per ticket.

Exchange/refund fee has to be charged in currency of payment at the exchange rate valid on the day of the exchange/refund procedure.

In case of voluntary refund, the fare, fuel charge (YR), state and airport charges for unused sectors of transportation are subject to refund. Reservation service charge (YQ) should not be refunded.

The exchange/refund procedure has to be made manually in accordance with this information letter. The refund/exchange fare rules published in GDSs should be ignored during the validity period of this letter.

Voluntary exchange/refund less than 40 min before departure should be made in accordance with fare rules published in GDSs.

This letter does not apply to the following fares:

- group fares;
- fares under agreement with the Ministry of Defense of the Russian Federation;
- fares under agreement with the Ministry of Internal Affairs of Russian Federation;
- discounted tickets issued for mini-groups (with fare basis code display / MINIGR03);

In case of any technological issues related to the described procedures, you may contact the reservation control team around the clock by Tel: +7 (391) 200-80-70, ext: 78077 or e-mail: [control@nordwindairlines.ru](mailto:control@nordwindairlines.ru).