

Instructions for IATA agents on processing involuntary refunds via Refund Application through BSPlink.

LLC «NORD WIND»

Location Address: Leningradskaya str., building 25, office 27. 28, Moscow region, Khimki city, 141402, Russia.
Courier address: P/O box 564, Moskovskaya str., 18, Khimki, Moscow region, 141402, Russia.
Actual address: Business center «Mebe One Khimki Plaza», Leningradskaya 25, Khimki, Moscow region, 141402, Russia.
OKPO (CODE OF THE RUSSIAN NATIONAL CLASSIFIER OF BUSINESSES AND ORGANIZATIONS) 85624209,
OGRN (PRIMARY STATE REGISTRATION NUMBER) 1087746305250, INN (INDIVIDUAL TAXPAYER NUMBER) / KPP
(TAX REGISTRATION REASON CODE) 7733646084/ 997650001.

nws@nordwindairlines.ru
www.nordwindairlines.ru

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Tel. +7 (495) 730 43 30
Fax +7 (495) 730 25 93

This instruction is a regulatory document governing the process of issuing Refund Application by Agents using the BSP settlement system for the flights operated by LLC “Nord Wind” in the territory of the Russian Federation.

Ticket refunds made in accordance with the fare rules are handled through the reservation system. No additional authorization is required.

Involuntary refunds due to cancellation/delay of the flights operated by LLC “Nord Wind” are made via the reservation system without additional authorization, upon availability of UN/TK statuses in the reservation system and if the required information is displayed through PNR:

- flight cancellation subject to SSR note in the reservation made by LLC “Nord Wind” stating
- the fact of cancellation, an example of note in PNR: SSR OTHS N4 N4305 SVOKHV 171018 SEGMENT CANCEL;
- schedule adjustment if the change of departure time to earlier and/or arrival time to later is 1 hour or more with a SSR note in the reservation made by LLC “Nord Wind” stating the fact of change in the schedule, an example of note in PNR: SSR OTHS N4 N42532 CXRKHV 010918 TIME CHANGE.

All other involuntary refunds shall be requested via Refund Application (RA) through BSPlink.

When handling a Refund Application, the relevant reservation shall be cancelled. Refund Application is not authorized if the reservation is active. Once the Refund Application is authorized by the airline, the refund is automatically reported and the airline itself changes the coupon status to RFND. Once the Refund Application has been issued through BSPlink, the agent should not make any further transactions on the ticket via GDS, unless specifically instructed by the airline to conduct a non-reported refund through the authorized RA.

It shall be not permissible:

- to request a full refund on a fully or partially used ticket,
- to create multiple Refund Applications for the same ticket,
- to issue a Refund Application for a ticket not included in the sales report.
- to issue a Refund Application for an expired ticket,
- to issue a Refund Application for a refund of the deposit for a group booking without deduction of penalties,
- to issue a Refund Application for a second refund due to a calculation error when processing the refund through the reservation system,
- to issue a Refund Application in breach of the requirements of these instructions.

PROCEDURE FOR ISSUANCE OF REFUND APPLICATION

The REFUND APPLICATION shall include as follows:

- the number of the ticket to be refunded subject to mark the coupons to be refunded: coupons to be refunded must be in OPEN / OK status, coupons in EXCH / USED status are not accepted (except for the case in clause 8 - these coupons must be changed to OPEN in advance by sending a request to the e-mail address control@pegasfly.com. A member of the reservation control team, once the status has been switched from FLOWN to OPEN, sends a message to the agent, with a copy to the Income Records Department ofv@nordwindairlines.ru for further control.
- In case of involuntary refund of a previously re-issued ticket, the last of the chain of re-issued tickets (which statuses of coupons are OPEN/ OK) may be submitted for refund.
- The *Original Issue Details field* shall specify details of the original ticket (if a ticket is submitted for refund once settled through exchange via mails) .
- The *Agent Contact field* shall specify the contact details of the agent responsible for the request).
- The amounts to be refunded shall be entered in full in the designated fields : fare, commission, fees by code. When a partially used ticket is refunded, the *Gross Fare* field shall include the total fare of the ticket and the used part of the fare is shown in the *Less Gross Fare Used* field, so that the fare to be refunded is automatically calculated in the *Total Gross Fare Refunded* field. The penalty is shown in the *Cancellation Penalty* field.
- Please pay attention to the correct form of payment indicated in the Form of Payment field - refunds shall be made in the same form as the ticket.
- The *Reason for Refund* field shall not be left blank!_General phrases such as "*Involuntary refund*" or "*Voluntary refund due to technical reason. Tkt cannot be refunded via GDS*» is neither authorized! The specific reason why this return is being requested shall be specified. This field should preferably be completed in Latin characters to avoid incorrect character display. It is required to attach scanned copies of supporting documents to the Refund Application to support the reason stated in the *Reason for Refund*.
- Supporting documents shall be submitted in Russian, or with obligatory translation of the original documents into Russian.
- REFUND APPLICATION with incorrectly completed fields or incorrectly calculated amounts will be rejected.

GROUND FOR REQUESTING A REFUND APPLICATION AND DOCUMENTS REQUIRED

1. Refunds due to cancellation/delay/loss of connection (within a single ticket in stock 216) on flights operated by other carriers.

The REASON FOR REFUND field shall include the reason for the refund and the number and date of the cancelled/delayed flight. A booking history with relevant notes and/or a certificate from the airline operator of the flight cancelled/delayed/changed shall be enclosed as proof.

2. Refunds due to cancellation/delay/loss of connection (within a single ticket) while using flights operated by LLC "Nord Wind", if there is no corresponding note in the reservation and grounds for the involuntary refund are received by the passenger at the airport as a note on the itinerary receipt or by the agent as an official written permission from the authorized representative of LLC "Nord Wind".

The REASON FOR REFUND field shall include the reason for the refund and the number and date of the flight that caused the involuntary refund. A scanned copy of the itinerary receipt stamped by an authorized airline/airport representative or a scanned copy of official written permission from the representative office of LLC "Nord Wind" shall be enclosed as proof.

3. Refunds due to cancellation of the departure due to the impossibility for the passenger to be boarded on the flight/date/class indicated on the ticket .

The REASON FOR REFUND field shall include the reason for the refund and the number and date of the flight that caused the involuntary refund. A scanned copy of the itinerary receipt/printed reservation confirmation with a note of impossibility to provide a seat or service in the class indicated on the ticket, certified by a personal stamp and/or signature of the employee/representative of LLC "Nord Wind" or the Airport Administration shall be enclosed.

4. Refunds due to non-performed transportation of a passenger caused by the passenger's delay at the airport due to the duration of the security check , if no prohibited substances and items were found in the baggage or during the personal inspection of the passenger.

The REASON FOR REFUND field shall include the reason for the refund and the number and date of the flight that caused the involuntary refund. A scanned copy of the itinerary receipt / printed reservation / boarding pass with a note that the passenger was delayed due to the duration of the inspection and that no prohibited substances and items were found, certified by a personal stamp and/or signature of the employee / representative of LLC "Nord Wind" or the Airport Administration or a scanned copy of the document issued by the inspection service, shall be enclosed as proof.

5. Refunds for medical reasons (due to illness of the passenger or a family member or close relative accompanying the passenger on the aircraft).

Those refunds can be claimed in accordance with paragraph 227 of FAR-82: a forced cancellation of transportation is considered to be as such in case of illness of a passenger or a family member or close relative traveling with him/her on the aircraft, confirmed by medical documents, provided that the carrier is informed before the end of check-in for the flight as provided in the ticket in accordance with paragraph 81 of such Rules (the reservation can be canceled no later than 40 minutes before the flight departure).

Claims for involuntary refunds for medical reasons shall not be considered if the cancellation is made more than one day before the start date of the passenger's documented illness (hospital admission).

The "REASON FOR REFUND" field shall include "MEDICAL REASONS" (if it is a family member or close relative, it is required to specify the sick person's details and the degree of relationship). The attachments shall include color scans of the original supporting medical documents, which shall clearly specify the name of the medical institution, position and name of the person who issued the document, as well as the details of the institution (address and contact details).

The following shall be submitted as proof: sick notes (certificates of incapacity for work), extracts from the medical institution (hospital) with the dates of hospital admission, certificates of medical institutions, stamped and signed by the authorized persons (head doctor / head of department / attending physician), and the stamp of the medical institution, the impression of which shall contain the full name of the medical institution. The date of the beginning of the illness shall be specified in the document. The dates of treatment/hospital admission indicated in the documents shall include the date of departure of the first unused segment. If the passenger has already been discharged on the date of departure, but the flight is still contraindicated for medical reasons, an additional certificate from the attending physician stating that the flight is contraindicated within specified time is required to be provided.

If a family member/close relative is ill, documents proving the relationship shall also be enclosed. Proof of relationship is a document (or set of documents) that clearly establishes the required relationship.


According to the rules of LLC "Nord Wind" family members shall be defined as spouses, parents and children (adoptive parents and adopted children), close relatives shall be defined as grandparents and grandchildren, blood or non-blood brothers and sisters and parents of the spouse.

The agency shall not accept medical documents that do not meet the above requirements when processing involuntary refunds.

6. Refunds due to the death of a passenger, his/her family member or close relative occurring before the time of departure on the first unused ticket coupon provided that LLC "Nord Wind" is notified within the fare application period. In the event of the passenger's death, the notification shall be made by the person who paid for the transportation or the passenger's heir. The REASON FOR REFUND field shall specify "DEATH OF PASSENGER" (if it is a family member or close relative, it is required to specify who died and the degree of relationship) and enclose scanned copies of supporting documents: the death certificate and documents proving relationship (if it is a family member/close relative).
7. Refunds due to visa denial
If the passenger is denied a visa, the ticket shall be refunded according to the applicable fare rules as in the case of voluntary cancellation of transportation.
8. Refund of fare difference in case of forced downgrade of a class of service .

The "REASON FOR REFUND" field shall always specify "DOWNGRADE". A scanned copy of the itinerary receipt / printed reservation with a note that service cannot be provided in the class indicated on the ticket, certified by a personal stamp and/or signature of an employee / representative of LLC "Nord Wind" or the Airport Administration, a scanned copy of boarding pass (if any), modified PNR type (if any) shall enclosed as proof.

9. Refunds of duplicate tickets (duplicate tickets are tickets issued for the same passenger, same dates/ flight numbers) shall be made according to the applicable fare rules as in case of voluntary cancellation of transportation.
10. Refunds that have been excluded from the BSP report due to technical reasons or incorrect processing - in such cases the coupon status has been switched to "R" (RFND), but the refunds have not been included in the corresponding report. The ticket can only be refunded using the Refund Application through BSPlink. Penalty for refunds withheld in accordance with applicable fare rules shall be charged at the exchange rate on the date of the refund transaction (with automatic switch of coupon statuses to "R" (RFND) in the reservation system). The REASON FOR REFUND field shall include "TKT REFUND DELETED FROM BSP REPORT" or "VOZVRAT NE PROSHEL PO OTCHETU BSP".
11. Other involuntary refunds shall be accompanied, in addition to the relevant comments in the Reason for Refund field, by an explanatory note detailing the reasons for the refund.

 REFUND APPLICATION / AUTHORITY		REFUND NUMBER: 0400000000
Date of Issue:	STAT: I	Status:
TO: 216 NORDWIND	FROM: 92-2	TRAVEL AGENT
Address: MOSCOW RUSSIA Telephone: +7 495 Fax:	Address: Moscow Russia Telephone: +7 495 Fax: +7 495	
AIRLINE VAT No.:	AGENT VAT No.:	
AIRLINE CONTACT: Email: Phone/Fax:	AGENT CONTACT: Email: Phone/Fax: +7 495	КОНТАКТЫ АГЕНТА, ответственного за запрос
PASSENGER NAME: ИМЯ ПАССАЖИРА		
REASON FOR REFUND:		AIRLINE REMARKS:
<i>Обязательно указываются конкретные причины возврата!</i>		<i>для вынужденного</i>
DOCUMENTS For REFUND: Airline Form and Serial No. Cpn's Date of Issue Waiver Code 216 2400236589 - номер возвращаемого а/б с CNJ - обязательным указанием CNJ - номера купона к возврату CNJ CNJ CNJ		ORIGINAL ISSUE DETAILS: Airline Serial No <i>если был билет обменен, то</i> Issuing Agent: Date (DDMMYY): <i>указывается номер</i> Place (city code): <i>первоначального билета</i>
FORM OF PAYMENT Cash: Yes Cash Amount:		
Partial Refund: No TOUR CODE: Electronic Ticket Auth Code: CURR Code: RUB		
GROSS FARE		Date of Application:
Less Gross Fare Used		0.00
Total Gross Fare Refunded		
Commission	Comm %	%
Tax		RU
Tax		YQ
Tax		YR
Tax		
Tax		0.00
Tax		0.00
Tax		0.00
Cancellation Penalty	CP	0.00
Misc Fee	MF	0.00
REFUND TO PASSENGER		XT Tax Detail: