

APPROVED

General Director


[signed] P. Solovyev

i.06-02


RULES
FOR AIR TRANSPORT OF PASSENGERS AND BAGGAGE

Edition 2

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1 PURPOSE AND SCOPE

1.1. These Rules for Air Transportation of Passengers and Baggage of LLC “Aircompany “Ikar” (the “Rules”) are developed in accordance with the Russian Federation Air Code, Chapter XV; and Federal Aviation Rules of Russia “General Rules of Passenger, Baggage, and Cargo Transport by Air. Requirements to Passenger, Consignor, and Consignee Servicing,” as approved by the Russia’s Ministry of Transport Directive dated 28 June 2007 No. 82; and other Russian and international laws and regulations relating to air carriage.

2 REFERENCE REGULATIONS


These rules are made according to requirements of the following normative legal acts:

- The convention for standardization of some rules concerning the international air transport (The Warsaw convention, 1929);
- The Hague protocol (The protocol on amendments to the Convention for standardization of some rules concerning air international transport, 1955);
- Convention on the international civil aviation (Chicago convention, 1944);
- The convention on fight against the illegal acts directed against safety of civil aviation (Montreal, 1971);
- The convention on the crimes and some other acts made onboard aircrafts (Tokyo, 1963);
- The standard and leading documents of authorized bodies in the field of Civil Aviation of the Ministry of Transport of the Russian Federation;
- Normative documents of the International aviation organizations ICAO and IATA;
- Standards and the recommended praticians of IOSA;
- The civil code of the Russian Federation (part 2) from 1/26/1996 No. the 14-Federal Law;
- Air code of the Russian Federation from 3/19/1997 No. 60-Federal Law;
- The civil code of the Russian Federation (part 1) from 11/30/1994 No. the 51-Federal Law;
- The existing Federal aviation rules of the Russian Federation;
- Code of Administrative Offences of the Russian Federation from 12/30/2001 No. 195-Federal Law;
- The law of the Russian Federation from 2/7/1992 No. 2300-1 "About consumer protection";
- The federal law of the Russian Federation from 7/27/2006 No. 152- Federal Law "About personal data";
- The federal law of the Russian Federation from 12/13/1996 No. 150- Federal Law "About weapon";
- The federal law of the Russian Federation from 6/14/2012 No. 67- Federal Law "About obligatory insurance of civil liability of carrier for infliction of harm of life, to health, property of passengers and about an order of compensation of such harm done when transporting by the subway";
- The federal law of the Russian Federation from 8/15/1996 No. 114- Federal Law "About an order of departure from the Russian Federation and entry into the Russian Federation";
- The resolution of the Government of the Russian Federation from 10/15/1997 No. 1314 "About the approval of Rules of a turn of military person-portable small and other weapon, ammunition and cartridges to him and also cold weapon in the state militarized organizations";
- The resolution of the Government of the Russian Federation from 7/21/1998 No. 814 "About measures for regulation of a turn of civil and office weapon and cartridges to him in the territory of the Russian Federation";
- The resolution of the Government of the Russian Federation from 11/15/2014 No. 1208 "About the approval of requirements for respect for transport safety for the natural

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persons following or being on objects of transport infrastructure or vehicles on means of transport";

- The order of Federal service of air transport of Russia from 11/30/1999 No. 120/971 "About the approval of the Instruction about an order of transportation by aircrafts of civil aviation of weapon, ammunition and cartridges to him, the special means given by passengers for temporary storage for flight";
- The order of the Ministry of Transport of the Russian Federation from 9/25/2008 No. 155 "About the approval of Rules of formation and application of tariffs for regular air transport of passengers and baggage, collection of collecting in the field of civil aviation";
- The order of the Ministry of Transport of the Russian Federation from 6/28/2007 No. 82 "About the approval of the Federal aviation rules "General Rules of Air Transport of Passengers, Baggage, Freights and Requirement to Service of Passengers, Consignors, Consignees";
- The order of the Ministry of Transport of the Russian Federation from 2/15/2016 No. 24 "About the statement of the Order of granting to passengers from among disabled people and other persons with restrictions of activity of services at the airports and on aircrafts";
- The order of the Ministry of Transport of the Russian Federation of July 23, 2015 No. 227 "About the approval of Rules of carrying out examination, additional examination, repeated examination for ensuring transport safety";
- The order of the Ministry of Transport of the Russian Federation from 11/8/2006 No. 134 "About establishment of a form of the electronic passenger ticket and baggage receipt in civil aviation";
- The order of the Ministry of Transport of the Russian Federation from 11/28/2005 No. 142 "About the approval of the Federal aviation rules "Requirements of Aviation Safety to the Airports".
- The order of the Ministry of transport of Russia of 25.07.2007 N 104" about the approval of Rules of carrying out preflight and post-flight inspections";
- Order of the Ministry of transport of the Russian Federation of 05.09.2008 N 141 "on approval of Federal aviation rules" Rules of transportation of dangerous goods by civil aviation aircraft";
- Technical instructions for the safe transport of dangerous goods by air (ICAO Doc 9284 AN/05) (hereinafter-Technical instructions).
- Federal air transport Agency guidelines for phasing out the anti-epidemic restrictions introduced in the fight against the spread of new coronavirus infection while restoring air passenger traffic in civil aviation.


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3 TERMS, DEFINITIONS, AND ABBREVIATIONS


3.1 In the present instruction terms, definitions and reductions are applied:

- according to the Air legislation of the Russian Federation;
- ISO 9000: 2005 " quality management Systems. Basic provisions and vocabulary»;
- ICAO and IATA standards and recommended practices;
- other terms and definitions listed below:


Airline/carrier	– the abbreviated name of limited liability company LLC “Aircompany “Ikar”;
The agent	– the natural or legal entity authorized to act for and on behalf of carrier on involvement of passengers, check-in and sale passenger on carrier lines on the terms of the agency agreement concluded with him;
The act commercial	– the document certifying circumstances which can form the basis for property responsibility of carrier, the passenger;
The act of malfunctions in transit baggage (PIR – Property Irregularity Report)	– the document processed by carrier or the serving organization in the presence of the passenger or the person authorized by him immediately at detection of the harm done to baggage;
The airport	– the complex of constructions which is including the airfield, air terminal, other constructions intended for reception and sending aircrafts, service of air transport and having the necessary equipment, aviation personnel and other workers for these purposes;
The airport (point) of appointment	– the airport (point) to which the passenger and baggage has to be brought, according to the contract of air transportation;
The international airport	– the airport which is open for reception and sending the aircrafts which are carrying out the international air transport in which it is carried out customs, boundary, sanitary and quarantine and other types of control;
The airport of a stop (stopover)	– the intermediate airport of a route at which the passenger, according to the contract of air transportation, interrupts flight for 24 hours and more;
The airport of a transfer	– the intermediate airport specified in the ticket in which, according to the contract of air transportation, the passenger makes change from one flight to another for further following along a transportation route;
Baggage	– the personal belongings of the passenger transported by carrier on the aircraft on the basis of the contract of air transportation;
The baggage registered	– the baggage of the passenger accepted by carrier for air shipment under responsibility of carrier on which he has issued the baggage receipt and a luggage label;
Baggage paid (excess)	– a part of baggage which exceeds the free baggage allowance established by carrier or demands payment irrespective of the specified norm;
Baggage transfer	– baggage which according to the contract of air transportation is overloaded at the airport (point) of a transfer from the aircraft performing one flight on the aircraft performing other flight along a route of air transportation;
Luggage label	– the document issued by carrier for identification (identification) of the registered baggage of the passenger;
The ticket (the passenger ticket)	– the transportation document certifying signing of the contract and conditions of air transportation of the passenger and his baggage;

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The ticket electronic (ET)	– a type of the transportation document at which all information on the passenger and a route of transportation is stored in electronic form in the automated database of carrier;
Booking	– preliminary fixing for a certain period of time to the passenger of the place on the aircraft on a certain flight and date or preliminary fixing of volume and the tonnage for transportation of baggage the aircraft;
Internal air transportation	– air transportation at which the point of departure, the destination and all points of landings are located in the territory of the Russian Federation;
Return of the sums	– payment to the passenger or the person of a part or all cost of air transportation, or service authorized by him which have been earlier paid with it, but aren't used or used not completely;
Air transportation	– transportation of passengers and baggage on aircrafts on the basis and according to terms of the contract of air transportation;
Dangerous goods	– products or substances which in transit on aircrafts are capable to create threat of life and to health of passengers, safety of flights, safety of property and also the environment and which are specified in the list of dangerous freights in technical instructions for safe transportation of dangerous freights (DOC 9284 AN/905 ICAO) or are classified according to these instructions;
The contract of chartering (charter) of the aircraft	– the agreement under which one party (freighter) undertakes to provide to other party (charterer) for a payment for performance of one or several flights one or several aircrafts or a part of the aircraft for air transportation of passengers and baggage;
Examination preflight	– check of hand luggage, baggage and passengers (personal inspection), aircrafts, crews of aircrafts, onboard stocks for the purpose of detection of the substances and objects forbidden to transportation (explosive, flammable, radioactive, toxic agents, weapon, ammunition, drugs and so forth) on air transport under the terms of aviation safety;
Marking	– the text, symbols and drawings on packing;
Transportation route	– the airports (points) of departure, a transfer, stop and appointment specified in the passenger ticket in a certain sequence;
The route receipt	– the documents or documents which are a component of the electronic ticket and containing necessary data (for example, a surname of the passenger, a route, a tariff, etc.), notices and notices;
The international air transportation	– transportation at which the point of departure and the destination are located in the territory of two states or in the territory of one state if point (points) of landing to territories of other state is provided;
International Civil Aviation Organization (ICAO)	– (International Civil Aviation Organization) – The world intergovernmental organization created on the basis of the Convention on the international civil aviation signed in Chicago on December 7, 1944 for assistance to safe ordered development of the international civil aviation around the world;
The serving organization or the company	– the organization having contractual relationship with carrier which is authorized to carry out any necessary actions for and on behalf of carrier and to process documents at the airport in connection with arrival, departure and check-in of the aircraft of this carrier, passengers, baggage, onboard supplies;
MSO – Miscellaneous Charger Order	– the payment document issued to the passenger by carrier or its agent on payment of the ticket, the transportation of baggage and

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	other services connected with performance or change of conditions of transportation;
The passenger	– the person, except for the crew member which is transported or has to be transported on the aircraft according to the contract of air transportation;
The transient	– the passenger who according to the contract of air transportation is transported further by the same flight by which I had arrived in the intermediate airport;
The passenger transfer	– the passenger who according to the contract of air transportation has arrived to the airport (point) of a transfer (change) by one flight also continues flight by other flight en route of transportation;
Carrier	– the operator who issues the transportation document carries out or undertakes to make air transportation and also provides or undertakes to provide the services connected with such transportation according to the transportation or payment document issued by carrier or the other person authorized by carrier;
Damage of baggage	– reduction during transportation in an unusable condition of baggage owing to what it can't be in whole or in part used for the initial designated purpose;
Claim	– the requirement of the person having the right for his presentation according to the legislation of the Russian Federation following from the contract of air transportation, including connection with non-execution or inadequate performance of the contract of air transportation stated to carrier in writing;
Carrying capacity	– a part of a passenger cabin, the luggage, cargo compartments of the aircraft used for commercial loading;
Check-in for flight	– is a check-in of passengers and their baggage, hand luggage on flight of carrier by entering of data on the passenger and baggage into the automated system of check-in (or in the manual mode) and withdrawals of the corresponding flight coupon from the paper ticket, or change of the status of the coupon of the electronic ticket;
Flight	– the flight of the aircraft (according to the schedule or out of the schedule) which is carried out in one direction from a route, initial to a terminal point;
Scheduled flight (regular)	– the flight of the aircraft which is carried out along a transportation route according to the established schedule;
Charter flight	– the flight of the aircraft which is carried out according to the contract of chartering of the aircraft;
Hand luggage	– the things which are at the passenger, transported in inside of the aircraft which weight and dimensions are established by carrier and allow to place safely them in inside of the aircraft;
Collecting	– the payment established by carrier or its authorized agent raised for additional services at air transportation of the passenger and baggage;
Guard dog	– a guard dog of film logical service of federal executive authorities;
Agreement of CodeShare (code Schering)	– Agreement on joint operation of airlines between carriers;
Tariff	– the payment raised by carrier for air transportation of the passenger or for transportation of unit of mass or volume of baggage from the point of departure to the destination along a certain route;

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Technical instructions for safe transportation of dangerous freights by air (TI) (DOC 9284 AN/905) – the document approved and published by Council of ICAO in which the detailed requirements applied to the international civil transport of dangerous freights by air are stated;

The electronic multi-purpose document – (EMD – Electronic Miscellaneous Document) is an electronic document for payment of various services and collecting which aren't included in the cost of the ticket which is stored on the special server of airline (similar to the server of electronic tickets).

Airline/carrier – the abbreviated name of limited liability company LLC “Aircompany “Ikar”;

3.2 The list of the reductions used in Rules


- ACFT – Aircraft;
- SCS – State Courier Service of the Russian Federation;
- ICAO – International Civil Aviation Organization;
- ICC – intergovernmental courier communication;
- RF – Russian Federation;
- QMS – quality management system;
- FAR – Federal aviation rules;
- FGS – Federal Guard Service Russian Federation;
- CBBG (Cabin Baggage) – CBBG (Cabin Baggage) – hand luggage for which the additional passenger chair onboard the aircraft is paid;
- EXST (Extra Seat) – EXST (Extra Seat) – occasional seat (places) at the request of the passenger in inside of the aircraft.

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Reserved

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6 GENERAL PROVISIONS

6.1 General requirements


- 6.1.1 All references of “these Rules” mean these Rules and, if not expressly stipulated otherwise, applicable provisions of the Federal Aviation Rules (excluding provisions that may be or have been contradicted by these Rules).
- 6.1.2 The Rules are applied to international air carriage of passengers and baggage performed by the Carrier, if such carriage does not contradict any conventions relating to international civil aviation, ICAO documents, and applicable international treaties and agreements on air transport, signed by the Russian Federation.
- 6.1.3 The Rules establish general terms and conditions for air carriage of passengers and baggage, and such terms and conditions shall be complied with when entering into and performing under Air Carriage Contracts in relation to passengers and baggage.
- 6.1.4 When entering into the Air Carriage Contract in relation to passengers and baggage, the Carrier applies rules, fares, and fees in effect for the issue date of a relevant carriage document.
- 6.1.5 All disputes on application of these Rules or resulting documents and regulations in relation to passengers, their baggage, sales, check-in of carriage documents, embarkation/disembarkation, or loading/unloading shall be solved by the Carrier’s officers, Authorized Agents (General Agent) or the Handling Company’s officers in accordance with their respective powers-of-attorney.
- 6.1.6 Charter flights shall be performed in accordance with an applicable Charter Contract and these Rules, if not stipulated otherwise in such contract between the charterer and the Aircompany.
- 6.1.7 LLC “Aircompany “Ikar” complies with its Quality Policy, Flight Safety Policy, and Aviation Security Policy and applies related procedures in accordance with applicable provisions hereof.

6.2 Scope

- 6.2.1 These Rules shall be applied for domestic, international, scheduled, and charter flights performed in fact by LLC “Aircompany “Ikar” in order to carry passengers and baggage.
- 6.2.2 These Rules establish rights, obligations, and liabilities for LLC “Aircompany “Ikar”, its authorized agents acting in the name of LLC “Aircompany “Ikar”, and individuals using their services and are compulsory for the parties listed above.
- 6.2.3 These Rules are integral part of the Aircompany “Ikar” Air Carriage Contract.
- 6.2.4 When a passenger enters into the Air Carriage Contract, the Carrier shall apply the version of the Rules, as effective on the issue date of a relevant carriage document.

6.3 Relationship with the legislation


- 6.3.1 Rights, responsibilities, and liabilities of the parties under the Air Carriage Contract in relation to passengers and baggage shall be governed with:
- Conventions relating to international civil aviation and applicable international treaties and agreements signed by the Russian Federation;
 - The Russian Federation Air Code and other laws and regulations;
 - These Rules.
- 6.3.2 International carriage of passengers and baggage is subject to applicable regulations, rules, and directives of competent authorities of a country to, from or over which such carriage is/should be performed.
- 6.3.3 In the case when a provision of these Rules or a carriage document conflicts with laws or legislation of a certain country and cannot be changed by mutual agreement of the Air Carriage Contract between the parties, such provisions shall be valid and deemed part of the Air Carriage Contract only to the extent not conflicting with such laws and legislation. Invalidity of any provision hereof shall not cancel validity and legal force of other provisions hereof.
- 6.3.4 During international flights, the Carrier responsibilities and liabilities are regulated by conventions relating to international air carriage and ICAO and IATA regulations, IOSA

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standards and recommended practices, except for flights not determined as international ones by the above.

6.4 Changes

- 6.4.1 These Rules and resulting manuals, guidelines, instructions, and other provisions published by the Carrier in relation to air carriage may be changed without prior notice to Passengers, provided such changes shall not be applied to a Passenger which has already entered into the Air Carriage Contract. Any changes of these Rules come in effect upon their official approval. These Rules may be changed in order to ensure compliance with applicable laws and legislation of the Russian Federation and international treaties and agreements relating to air carriage
- 6.4.2 LLC "Aircompany "Ikar" and persons authorized by it who provide services on its behalf and process the air transport of passengers or baggage may not amend or cancel any provisions hereof established by LLC "Aircompany "Ikar".

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7 CONDITIONS OF AIR CARRIAGE OF PASSENGERS

7.1 Air transport agreement

- 7.1.1 Under the Air Carriage Contract in relation to a Passenger, LLC “Aircompany “Ikar” undertakes to carry such Passenger to the destination specified, by providing the Passenger with the seat listed in the Ticket and located in the aircraft performing the flight to such destination. If the Passenger checked-in any baggage, the Carrier undertakes to carry such baggage to the destination and issue to the Passenger or his/her designee
- 7.1.2 LLC “Aircompany “Ikar” or a person authorized by LLC “Aircompany “Ikar” to enter into a passenger air transport (carriage) agreement may refuse to execute such agreement with a passenger if such person has been entered by the Carrier in the register of restricted persons unless the passenger:
- is returning to the Russian Federation from a point of departure which is accessible by air only in terms of transport connection with the Russian Federation;
 - is subject to administrative expulsion from the Russian Federation, deportation or readmission (transfer or receipt by the Russian Federation in accordance with an international treaty on readmission to which the Russian Federation is a party) provided that air transport is the only transport connection between the Russian Federation and the point of departure or destination;
 - is traveling to the place of treatment or back;
 - is accompanying a passenger being disabled person or a person suffering from other disabilities to the place of treatment or back;
 - is going to the funerals of his or her family member (close relative) or back, which is confirmed with appropriate documents.


Note. LLC “Aircompany “Ikar” is obliged to notify such passenger in writing that he or she has been entered on the register of restricted persons by LLC “Aircompany “Ikar” as well as of the scenarios when the passenger may not be denied entry into an air transport (carriage) contract (as specified in the above stated section of these Rules).

- 7.1.3 If the Air Carriage Contract in relation to a Passenger has the provision on refunding the fare upon termination of the Air Carriage Contract, such Air Carriage Contract shall stipulate the toll-free baggage allowance and the Passenger shall, upon entering into such Air Carriage Contract, pay for the air carriage, including the carriage of the baggage exceeding the toll-free allowance.
- 7.1.4 When entering into the Air Carriage Contract stipulating the toll-free baggage allowance, the Passenger shall have the right to carry the baggage not exceeding the toll-free allowance without the need to pay for such carriage and the Aircompany shall accept for carriage such baggage not exceeding the toll-free allowance.
- 7.1.5 The toll-free baggage allowance shall be established by the Aircompany as a number of baggage pieces and their total weight per passenger.
- 7.1.6 If the Air Carriage Contract in relation to a Passenger does not have the provision on refunding the fare upon termination of the Air Carriage Contract, such Air Carriage Contract may omit the toll-free baggage allowance. When entering into the Air Carriage Contract not stipulating the toll-free baggage allowance, the Passenger shall pay for the carriage, including the carriage of baggage, if any, and the Aircompany shall accept for carriage such baggage paid for by the Passenger in accordance with the fee established.
- 7.1.7 LLC “Aircompany “Ikar” or its authorized agent shall inform the Passengers on the terms and conditions of the applicable Air Carriage Contract, including the toll-free baggage allowance, if stipulated in the contract entered into, the hand luggage allowance, including the items listed in Article 9.4.6 hereof, articles and substances forbidden for carriage, and carriage conditions for baggage or goods purchased in an airport duty-free zone.
- 7.1.8 The Passenger shall have the right to enter, together with LLC “Aircompany “Ikar”, into the Air Carriage Contract stipulating either the fare refund or non-refund upon termination of the Air Carriage Contract. LLC “Aircompany “Ikar” or its authorized agent shall inform the Passengers on the terms and conditions of the applicable Air Carriage Contract, including the procedure to

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refund or not refund the fare when terminating the Air Carriage Contract and the procedure to refund the fare prior to entering into the Air Carriage Contract. The procedure to inform passengers on the terms and conditions of the Air Carriage Contract, including the refund/non-refund procedure when terminating the Air Carriage Contract and the refund procedure prior to entering into the Air Carriage Contract shall be established by the Federal Aviation Rules. If the Passenger is not informed on the terms and conditions of the Air Carriage Contract, including the refund/non-refund procedure when terminating the Air Carriage Contract and the refund procedure prior to entering into the Air Carriage Contract, LLC "Aircompany "Ikar" will bear the responsibility established by applicable laws of the Russian Federation.

- 7.1.9 Carriage performed by LLC "Aircompany "Ikar" under the Passenger Air Carriage Contract and other services rendered by the Carrier are governed by:
- Terms and conditions of the Passenger Ticket;
 - Applicable fees;
 - These Rules;
 - The Russian Federation laws and regulations.
- 7.1.10 The entering into the Air Carriage Contract shall be confirmed by the Ticket and Baggage Receipt issued by LLC "Aircompany "Ikar" or its authorized agents.
- 7.1.11 Payment of air carriage shall be confirmed by a payment document.
- 7.1.12 The Passengers shall pay for his/her air carriage in accordance with published fares and for baggage carriage, if in excess of the toll-free allowance established by the Carrier.
- 7.1.13 The Air Carriage Contract shall be deemed to be entered into upon the proper and timely payment for such air carriage.
- 7.1.14 Upon full payment of the air carriage, the Carrier or its authorized Agent shall issue to or send via email to the Passenger the itinerary receipt.
- 7.1.15 Fares shall be paid within the term established in the Carrier's fare rules effective as of the booking time, via the channels specified by the Carrier exclusively.
- 7.1.16 In the case when the payment term established by the Air Carriage Contract is not complied with, such Air Carriage Contract shall be deemed null and void, unless confirmed otherwise by the Carrier.
- 7.1.17 The Air Carriage Contract shall be effective until full performance by the Carrier of all its obligations to carry the Passenger and/or baggage along the route specified in the Ticket, provided the Passenger has properly complied with his/her obligations.
- 7.1.18 The Carrier undertakes to apply all efforts within its control to carry passengers and their baggage within reasonable timeframes. The Carrier shall not warrant compliance with the time specified in the flight schedule or other documents; such time being neither an essential condition nor part of the Air Carriage Contract.
- 7.1.19 In the case when the Carrier's flight schedule is changed, the Carrier shall apply all efforts possible to inform, via all channels available, the passengers who have entered into the Air Carriage Contract with the Carrier.
- 7.1.20 The Carrier shall have the right to cancel or delay the flight or replace the aircraft type or change the route against those specified in the Ticket, if required by reasons of flight safety or aviation/transport security or upon request of competent authorities.
- 7.1.21 The Carrier shall not be held responsible for failure to inform the Passenger on a change in the flight schedule, departure/destination airport, flight cancellation or flight details, provided the Passenger failed to specify his/her contacts (phone number, email, etc.) while booking the seat or provided the Carrier could not contact such Passenger via the contacts specified, by calling each phone number or email specified at least once, including the case when incorrect data were submitted by the Passenger. In such case, the Carrier shall not refund to the Passenger the losses caused by such failure to inform.
- 7.1.22 Passengers and baggage to be transported by several carriers under the same carriage document from the departure point to the destination point shall be viewed as a single carriage,


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regardless of connections during or stops of such carriage. In this case, the Carrier shall not be held responsible for connections, if several tickets were bought.

- 7.1.23 According to point 6 of Federal Aviation Rules the Carrier shall have the right to assign its obligations (or part of them) under the Air Carriage Contract to another party, including another carrier, being responsible for their actions (inaction) before the passenger and implementation of the contract of air transportation of the passenger. In this case, the Carrier shall notify the Passenger of the actual carrier and the Passenger shall comply with such actual carrier's applicable rules and regulations.
- 7.1.24 Passengers may learn about the Carrier's rules and regulations in relation to booking, fares, and personal data subjects at our official website: <http://pegasfly.com> while booking their seats.

7.2 Booking

- 7.2.1 The advanced reservation of a seat, space or weight capacity in an aircraft for the carriage of a passenger, baggage for a certain flight and date ("booking") shall be a mandatory condition to carry the passenger, baggage by air.
- When booking, the passenger shall indicate his / her mobile phone number or other means of communication to inform him / her.
- 7.2.2 The booking rules for persons with physical limitations are established in Chapter 8 hereof.
- 7.2.3 Booking shall be done by LLC "Aircompany "Ikar" or its authorized agent.
- 7.2.4 Passengers may book a seat and baggage space by either calling the Carrier's agent directly or via electronic systems, including the Carrier's website: <http://pegasfly.com>.
- 7.2.5 Booking of carriage capacities shall not be valid unless recorded in the Carrier's booking system in accordance with applicable rules and regulations of the Carrier and does not contradict with the Air Carriage Contract.
- 7.2.6 Passengers may be limited in the opportunity to change or cancel their bookings, as stipulated by the Carrier's Fare Regulation.
- 7.2.7 Upon expiry of a limit established in the system, a booking shall be cancelled without any additional notice.
- 7.2.8 For the Passenger booking, the Carrier shall not be deemed to warrant to such Passenger a certain seat of a certain servicing class. The Carrier or the Handling Company shall specify the number of a seat allocated to the Passenger during the passenger check-in.
- 7.2.9 Passengers may book carriage capacities and be issued carriage documents to confirm transport of such Passengers and their baggage within the terms stated in the Carrier's Fare Regulation.
- 7.2.10 The Passenger booking shall be considered a preliminary one, until the Carrier or its agent issues to such Passenger a proper carriage document.
- 7.2.11 The Carrier may cancel a booking without notifying the Passenger, if such Passenger has not paid for such booking within a stated term or failed to comply with other conditions, as set out by the Carrier's Fare Regulation.
- 7.2.12 When booking a seat, Passengers shall separately agree with the Carrier the following cases:
- Passenger accompanied by an infant (below 2 YOA);
 - Unaccompanied child to be attended by the Carrier's staff;
 - Seriously ill passenger; passenger on stretchers; passenger with vision loss, if accompanied by guide dog; passenger with limited movement ability and/or requiring the Carrier's special care (the "limited-mobility passenger");
 - Passenger with weapon and/or ammunitions;
 - Baggage exceeding toll-free allowance (the "excess baggage");
 - Either baggage of the Passenger who entered into the Air Carriage Contract stipulating the toll-free baggage allowance, which is in excess of the toll-free allowance established by the Airline, or baggage of the Passenger who entered into the Air Carriage Contract not stipulating the toll-free baggage allowance (the "Excess Baggage");

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- A packed piece of baggage with its sum of the three dimensions exceeding 203 cm in total (the “oversized baggage”);
- A packed piece of baggage with its weight exceeding 30 kg (the “heavy luggage”);
- Baggage that shall be carried in the aircraft cabin only;
- Dogs, cats, birds, and other small pets (the “room pets/birds”), service dogs of canine departments of federal authorities (the “service dogs”).

7.2.13 When the Passenger submitted for carriage any baggage with its dimensions and/or number of pieces less than those booked and paid for, the differential between the paid for dimensions and/or number of pieces shall be refunded to the Passenger.

7.2.14 The Carrier has the right to cancel a booking for the next part of a route (if provided by the fare) without notifying the Passenger, if such Passenger failed to use the booked seat at any leg of the route and to inform the Carrier of his/her intent to continue the flight.

7.3 Personal data processing

7.3.1 The Carrier may not disclose to a third party any information received from the Passenger, excluding cases specified in Article 7.3.2 and applicable laws of the Russian Federation.

7.3.2 To enter into the Air Carriage Contract upon request of the Passenger (the “personal data subject”), the Carrier has the right to process personal data of such Passenger disclosed to it in any form during booking, ticket issue, change of carriage conditions or voluntary refusal from carriage in accordance with the Federal Law ‘On Personal Data’ dated 27 July 2006 No. 152 (the “FL-152”), Chapter 6, Para 1, Art. 5. For purposes of these Rules, processing of personal data means an operation or a set of operations to be performed by the Carrier under the Air Carriage Contract, whether with the help of IT equipment or not, including data collection, recording, cataloging, accumulation, storage, verification (updating or changing), retrieval, use, transfer (distribution, disclosure, or access), depersonalization, blockage, removal or deletion.

7.3.3 For the purposes of ensuring aviation/transport security and safety, LLC “Aircompany “Ikar” shall ensure that personal data of aircraft passengers are transferred to automated centralized databases containing the personal data of passengers in accordance with the law of the Russian Federation on transport security and the law of the Russian Federation on personal data, including, in case international air transport services, competent authorities of foreign countries as required by international treaties to which the Russian Federation is a party or laws of the foreign countries being points of departure, destination or transit to the extent provided for by the laws of the Russian Federation unless otherwise required by international treaties to which the Russian Federation is a party.


7.3.4 For the purpose of maintaining registers of restricted persons who are banned from air transportation, LLC “Aircompany “Ikar” shall process the personal data of passengers in accordance with the law of the Russian Federation on personal data.

7.3.5 For purposes of these Rules, Passenger’s personal data include:

- Surname, name, patronymic;
- Data of domestic passport;
- Residence address;
- Contact phone;
- Email and other data listed by the Passenger during the process of seat booking and ticketing.

7.3.6 When a Passenger enters into the Air Carriage Contract, this confirms that such Passenger agrees with the following:

- The Carrier will record such Passenger’s personal data in an automated booking and check-in system and other automated systems (including cross-border data transfers, as determined by the Federal Law No. 152-FZ “On Personal Data,” Art. 12);
- The Carrier has the right to authorize its Agents or other persons involved into the sales or servicing process on behalf of the Aircompany to process such Passenger’s personal data.

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7.4 Fares and fees


- 7.4.1 The Carrier or its authorized agent charges applicable fares and fees for carriage of passengers and baggage by scheduled flights.
- 7.4.2 Fares and fees shall be determined in accordance with the Carrier's fares established for air carriage of passengers between a certain departure and destination point (the "fares") or combined fares established for air carriage from the airport where such carriage of a passenger and his/her baggage begins under the Air Carriage Contract (the "departure airport") to the destination airport, as well as fees established by the Rules for Establishing and Applying Fares and Fees in Relation to Scheduled Flights, as approved by the Russian Federation Ministry of Transportation dated 25 September 2008 No. 155, and, if a passenger requests extra services, applicable fees established by LLC "Aircompany "Ikar".
- 7.4.3 When the Carrier's authorized agent renders the service of selecting the best route for a Passenger and/or the best fare in accordance with priority criteria for carriage as chosen by the Passenger and/or general terms and conditions of carriage established by each carrier and information services by the authorized agent services, the authorized agent may charge extra fee(s).
- 7.4.4 Fares and fees for air carriage shall be specified in the applicable carriage document.
- 7.4.5 Fares under a charter contract shall not be specified in the applicable carriage document.
- 7.4.6 Passengers shall pay the applicable fares and fees after the booking, except for the cases listed below.
- 7.4.7 Prior to booking, the Passenger may pay for the carriage and ticket issued, when:
- The ticket has an open (not determined) departure date;
 - The ticket is issued as waiting for a free carriage capacity, if any (the "for unused seat" status);
 - The ticket is issued when there is free carriage capacity after the end of passenger check-in and baggage receipt issuance.
- 7.4.8 For carriage of passengers and baggage, the Carrier shall apply fares and fees applicable as of the ticket purchase date.
- 7.4.9 If, prior to the beginning of a flight, the Carrier changes fares, the fares for passengers who were already issued tickets shall not be changed, provided the terms and conditions of the Air Carriage Contract remain unchanged.
- 7.4.10 If, prior to the beginning of a flight, the Passenger voluntarily changes conditions of the applicable Air Carriage Contract (the "voluntary change of Air Carriage Contract by Passenger"), the fare will be determined in accordance with the fares and fees effective as of the flight commencement date. If, after to the beginning of a flight, the Passenger voluntarily changes conditions of the applicable Air Carriage Contract, the fare effective as of the flight commencement date will be applied.
- 7.4.11 Additional fees, if any, shall be paid together with fares for the seats booked.
- 7.4.12 If an extra payment is necessary for a ticket already paid for, the same terms and conditions shall be applied.

7.5 Carriage documents

- 7.5.1 Carriage documents include:
- For Passengers and their baggage - Ticket and Baggage Receipt;
 - EMD/MCO for Excess Baggage and various services relating to the Air Carriage Contract.

7.6 Ticket and Baggage Receipt

- 7.6.1 The Ticket may be issued either in hardcopy or electronically.
- 7.6.2 When issuing in electronic form (electronic traffic document): ticket, baggage receipt or other documents used to provide passenger or baggage air transport services – information about the terms of the contract pertaining to a specific air carriage shall be uploaded to the automated air

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ticketing information system. Where an electronic traffic document for a passenger's air transport is issued, the passenger has the right to demand, and LLC "Aircompany "Ikar" or a person acting under an agreement executed with LLC "Aircompany "Ikar", upon the execution of the relevant air carriage contract or when checking in the passenger, must issue a certified statement containing the terms and conditions of the relevant air transport (carriage) contract generated by the automated air ticketing information system .


- 7.6.3 The Passenger may receive the itinerary receipt for an e-Ticket at a sales point of the Carrier or its Agent or choose other means of delivery, as agreed with the Carrier or its Agent.
- 7.6.4 The Passenger Ticket shall specify such Passenger's surname and name (in full), number of the Passenger's identity document, flight number, flight route, date and time, and toll-free baggage allowance.
- 7.6.5 The Passenger shall be issued a Ticket only upon full payment of the applicable fare established by the Aircompany.
- 7.6.6 If the Passenger intends to submit, at the check-in, another identity document than that used for the ticket issue, the Passenger shall, prior to the check-in for the flight, call LLC "Aircompany "Ikar" or its Agent to change the ID document data recorded in the ticket and booking system and LLC "Aircompany "Ikar" or its Agent shall make such changes.
- 7.6.7 Upon the Passenger request and with the Carrier's consent, the Ticket may be changed to reflect changes in the Air Carriage Contract and the Carrier or its Agent shall make such changes in accordance with the fare application rules and within the ticket validity term.
- 7.6.8 If the Passenger has the E-Ticket, the number of seats and/or baggage weight shall, except for items specified in Article 9.4.6 hereof, be recorded in the electronic passenger and baggage check-in system.

7.7 Invalid Tickets

- 7.7.1 Passengers shall not be accepted for a flight, unless their Tickets have been issued properly.
- 7.7.2 The Carrier shall have the right to view the Ticket as invalid, if:
 - The Ticket submitted by the Passenger was bought from a party other than the Carrier's authorized agent;
 - The Air Carriage Contract with such Passenger is proven not be entered into;
 - The Carrier or its authorized agent notified the Passenger in writing of the impossibility to carry such Passenger by the Carrier's aircraft after a certain date.
- 7.7.3 If the Passenger announces his/her Ticket to be lost/damaged or issued incorrectly, the Carrier will immediately apply all efforts possible to determine whether the Air Carriage Contract has been entered into.
- 7.7.4 Though the Carrier shall apply all commercially reasonable efforts to determine whether the Air Carriage Contract has been entered into, the Carrier shall not bear any responsibility when such entrance cannot be determined due to a failure of an Interline partner or authorized agent to provide necessary data. If the Carrier determines, upon completion of passenger embarkation, that the Air Carriage Contract has been entered into, the Carrier shall provide such Passenger with a same-route carriage by the next flight which has a free seat(s) and carriage capacity of a servicing class as was paid for by such Passenger, all in accordance with the Carrier's Fare Regulation.
- 7.7.5 When the Passenger lost the Excess Baggage Receipt or Miscellaneous Charges Order, such documents shall not be duplicated or re-issued.

7.8 Ticket Transfer

- 7.8.1 Tickets shall not be transferred to and used by a third party(ies). If a Ticket is submitted by a person other than that specified in the Ticket, the Carrier shall have the right to confiscate the Ticket and not refund the fare to the submitter. In this case, the Ticket Confiscation Statement shall be issued, with the reasons specified.
- 7.8.2 The Carrier shall accept only Passengers whose names and other data of their identity documents submitted at checking-in coincide with those recorded during the booking.


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7.9 Passenger Identity Documents

- 7.9.1 The Carrier's tickets shall not be issued, unless the Passenger's identity document is submitted and its data recorded:
- Domestic passport of the Russian Federation
 - International passport of the Russian Federation, passport, diplomatic passport, or corporate passport
 - National passport of a foreign national passport
 - Residence permit of the Russian Federation – for stateless individuals;
 - Birth certificate for nationals of the Russian Federation below 14 years of age;
 - Temporary ID card of the Russian Federation national;
 - Certificate of Return to a country of which such Passenger is citizen;
 - Military ID card of an officer of the Russian Federation or a CIS country;
 - Military ID card of a conscript or contracted employee of the Russian Federation Armed Forces, with current entry on the active service;
 - Transport document for stateless individuals or refugees;
 - Statement of Confinement Completion.
- 7.9.2 For international flights, the Passenger shall submit documents established by the borderline regulations of the entrance/leave country.
- 7.9.3 For purposes of check-in, the Passenger shall submit an identification document specified during the booking and shall have the Ticket (for hardcopy tickets) or Itinerary Receipt (for e-tickets). Passenger and baggage checking-in shall be done upon submission of the Ticket and identity document used by the Passenger for the ticketing, as well as other documents, if established by applicable laws and regulations of the Russian Federation.
- 7.9.4 It is the Passenger's responsibility to obtain all licenses, approvals, permits, visas, etc. required for a flight and comply with all applicable laws and regulations in relation to leaving from, entering to or transiting through a relevant country. The Carrier shall not bear any responsibility, when the Passenger failed to obtain such licenses, approvals, permits, visas, etc. or to comply with applicable laws and regulations.
- 7.9.5 Upon the Carrier's request, the Passenger shall submit all documents required in relation to his/her leaving from, entering to or transiting through a relevant country, his/her health certificates and/or other documents in accordance with applicable laws, as well as shall permit to the Carrier and keep copies of any documents, if it is necessary in the Carrier's opinion.

7.10 Ticket Validity Term

- 7.10.1 The Ticket bought for a price established without limiting the conditions of the ticket sales and use (the "standard-fare Ticket") confirms the Carrier's obligation to carry the Passenger and his/her baggage within one year starting from the flight commencement date or from the Ticket issue date, if the carriage has not started.
- 7.10.2 A special-fare Ticket confirms the Carrier's obligation to carry the Passenger and his/her baggage within a period specified in the Air Carriage Contract.
- 7.10.3 A Ticket may be exchanged or refunded in accordance with the Carrier's Fare Regulation and within the Ticket validity term.
- 7.10.4 Every Ticket is valid to carry the Passenger between points and according to a servicing class specified therein. If the Ticket does not specify the return date, such seat at return shall not be booked, unless a free seat of a certain servicing class is available within the Ticket validity term.
- 7.10.5 If the Passenger could not complete a flight within the Ticket validity term, due to his/her illness or illness of a family member accompanying him/her during such flight, such Passenger has the right to request from the Carrier to extend the validity of the Air Carriage Contract, and the Carrier shall, in accordance with these Rules and FAR, extend such term in consideration of relevant medical documents submitted by the Passenger.
- 7.10.6 If the Passenger has been issued the Ticket with an open date of departure and such Passenger requests from the Carrier to book a seat and the Carrier cannot provide him/her with a seat

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and/or carriage capacity within the Ticket validity term, then the Carrier or Authorized Agent shall book a seat for the next flight having a free seat and carriage capacity of the servicing class which has been paid for.

7.11 Scheduled and Charter Flights

- 7.11.1 Passengers and baggage may be transported between cities (airports) along air routes, either regularly or irregularly (by charter flights).
- 7.11.2 Regular carriage shall be performed in accordance with the flight schedule established by the Carrier and published in the flight schedule database.
- 7.11.3 Charter flights shall be performed in accordance with the charter schedule.
- 7.11.4 The Carrier performs charter flights in accordance with agreed flight plans and carriage terms and conditions specified in applicable Charter Contracts.
- 7.11.5 The Carrier, via the Charterer, informs Passengers on the charter carriage terms and conditions and the Carrier's Rules for Air Carriage.

7.12 Changes in the Air Carriage Contract


- 7.12.1 If the Passenger changes the route (points involved into the carriage; the sequence of points, as specified in the carriage document; or certain flight leg or legs cancelled), departure date or time, servicing class, fare or other conditions of the Air Carriage Contract, such changes shall be done within the carriage obligation term, except when the Passenger changes the Air Carriage Contract involuntarily.
- 7.12.2 If the Carrier cannot carry the Passenger by a flight specified in the Passenger Ticket, the Carrier, upon consent of such Passenger may:
 - Transport such Passenger by another flight to a destination specified in the applicable carriage document
 - Transfer such Passenger to another carrier to perform such carriage
 - Arrange transportation by some other type of transport
 - Refund the applicable Fare/Fee in accordance with the Russian Federation laws, these Rules, and Fare Regulation.
- 7.12.3 When the Passenger changes the route (date and/or time) for his/her flight, the Carrier may recalculate the fare.

7.13 Passenger Stopovers

- 7.13.1 The Passenger may stop at any intermediary airport once or several times. While purchasing the Ticket and being issued the baggage tag, such Passenger shall inform the Carrier or its Agent of his/her intention to stop at an intermediary airport, with such stopover specified in the Ticket. In the case of purchasing a special-fare ticket, a stopover shall be performed in consideration of limitations or bans established by the applicable Fare Regulation.

Note. The Passenger may stay at an en-route point within the Ticket validity term, provided such stopover has been agreed with the Carrier or its Agent, listed in the Ticket and baggage tag, considered when calculating the fare and fees, and, for international flights, is permitted by state/aviation authorities of the intended stopover country.

- 7.13.2 If, when buying the Ticket, the Passenger failed to inform the Carrier of his/her intention to stop at an en-route point, yet expressed such intention upon arriving to such airport, such Passenger may continue flight only when such changes have been recorded in the Ticket (or Ticket has been re-issued) in accordance with these Rules and applicable Fare Regulation and upon paying to LLC "Aircompany "Ikar" all related losses (including, but not limited to, compensations to be paid by LLC "Aircompany "Ikar" to a third party(parties) resulting from a delay caused by the necessity to unload the Passenger's baggage, if checked-in for the destination point initially specified in the carriage document. The provision set forth above shall not be applied to urgent stopovers due to illness of the Passenger or his/her family member who accompanies him/her during such flight, or any force-majeure circumstances at the stopover point. The Passenger's/family member's illness not allowing to continue the flight shall be confirmed by a medical statement.

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7.13.3 If the Passenger could not continue the flight from an intermediate airport for reasons lying within the LLC "Aircompany "Ikar" control, the LLC "Aircompany "Ikar" shall send such Passenger to a destination point by the next scheduled flight, without charging any additional fare and fees.

7.14 Termination of the Air Carriage Contract

Termination by the Passenger

7.14.1 The Passenger may refuse from air carriage in accordance with the Russian Federation laws and in this case the Passenger or his/her designee shall inform LLC "Aircompany "Ikar" on the termination of the Air Carriage Contract.

7.14.2 When the Passenger or its designee cannot call for refund the Carrier or Agent that sold an unused ticket, such refund shall be decided upon in accordance with the claim procedure.

7.14.3 Refusal of the passenger from transportation is deemed as forced refusal in one of the following cases:

- due to cancellation or delay of the flight indicated in the ticket;
- changes by the carrier of the route of transportation (except for adverse weather conditions and force majeure);
- off-schedule flight;
- failure to take a passenger on a flight due to the inability to provide him with a seat for the flight and on the date specified in the ticket;
- failure to carry a passenger on an aircraft due to the delay of the passenger at the airport caused by his/her lengthy screening, if during the screening of baggage or personal screening of the passenger no prohibited substances and items were found;
- failure of the carrier to connect flights in the case of a single transportation;
- illness of the passenger or his/her family member or close relative, who accompanies him/her on the aircraft, that is confirmed by medical documents, or the death of a family member or close relative, which is confirmed by documents, subject to notifying the carrier before the end of passengers' check-in time for the flight specified in the ticket; The illness of the passenger or his/her family member or close relative, who accompanies him/her on the aircraft, is the basis for the forced refusal of the passenger from transportation, upon the availability of counterindications to the flight confirmed by medical documents on the date of the aircraft departure specified in the ticket.
- failure to provide the passenger with service according to the class specified in the ticket;
- incorrect ticket processing by the carrier or its authorized agent;
- failure to carry a passenger for reasons other than those listed above, due to the fault of the carrier.


7.14.4 If the Passenger involuntarily cancels the flight, the Carrier shall either make a record in the carriage document or issue the confirmation of a circumstance specified in the provisions above.

7.14.5 If the Passenger's reason to cancel a flight is not specified in the list of involuntary reasons, such cancellation will be deemed the voluntary refusal from carriage.

Termination by the Carrier

7.14.6 The Carrier may terminate the Air Carriage Contract with the Passenger without the latter's consent in the following cases:

- Such Passenger failed to comply with the immigration, customs, hygienic or other requirements of the Russian Federation laws and legislation in relation to air carriage, and/or rules and regulations established by countries of departure, destination, or transit;
- Such Passenger failed to comply with these Rules;
- Such Passenger refused to pay for the baggage carriage, as required by the Air Carriage Contract;
- The Passenger refused from the preflight security check;

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- The Passenger's health requires special conditions of air carriage or such carriage either poses a threat to such Passenger or other persons, as confirmed by medical documents, or causes disorder or any other unavoidable difficulties for third parties;
- The Passenger refuses to pay for carriage of an accompanying child in accordance with the beneficial fare, except when such child is below 2 years of age and is carried toll-free without taking a separate seat;
- The Passenger violates the Rules of Onboard Conduct, thus posing a threat to the flight safety or life or health of third parties, or the Passenger fails to comply with instructions of the aircraft Captain issued in accordance with the Russian Federation Air Code, Article 58;
- Passenger's hand luggage or baggage contains items or substances forbidden for air carriage.

Amendment and termination of the passenger air carriage agreement in certain cases

The government of the Russian Federation under the threat of occurrence and (or) the occurrence of individual emergencies, the introduction of high alert or emergency on the entire territory of the Russian Federation or on the part of the right to establish in the territory peculiarities of execution of the contract of air carriage of passengers, including Airline's right to unilaterally change the terms of such agreement or to refuse its execution and to return the paid for air transportation of a passenger carrying charge in the manner and time, which are established by the Government of the Russian Federation (according to the provisions of part 1 of article 107.2. N 60-FZ of 19.03.1997 "Air code of the Russian Federation").

7.15 Fare Refund

- 7.15.1 If needed, fares shall be refunded by the Carrier or its authorized agent at the sales point.
- 7.15.2 For an unused carriage document, refund amounts shall be determined in accordance with the Carrier's Fare Regulation.
- 7.15.3 If the Air Carriage Contract in relation to a Passenger was terminated by the Carrier, the fare shall be refunded to such Passenger, as established by the Air Code of the Russian Federation, Article 107, Para 1, Provisions 1, 2, 4, 5, and 7:
- If the Passenger entered into the Air Carriage Contract stipulating a refund in case of the Contract termination, the fare shall be refunded to such Passenger, less the penalty of 25 percent of the fare and the Carrier's expenses incurred in relation to performance under such Contract. The Carrier has the right to decrease such penalty;
 - If the Passenger entered into the Air Carriage Contract not stipulating a refund in case of the Contract termination, such Passenger shall be not refunded the fare, except for unused payments charged by the Carrier on behalf of third parties in accordance with laws of the countries, to, from, or over which such Passenger would be carried.
- 7.15.4 A competent civil aviation authority determines a list of the Carrier's expenses incurred in relation to performance under the Passenger's Air Carriage Contract and to be recovered from a Passenger.
- 7.15.5 If the Air Carriage Contract in relation to a Passenger was terminated by the Carrier, for reasons stipulated by the Air Code of the Russian Federation, Article 108, Para 1, Provision 3:
- Such Passenger is refunded the fare, if the Passenger's health requires special carriage conditions or threatens safety of such Passenger or third parties, which is confirmed by medical statements;
 - Such Passenger is not refunded the fare, if the Passenger's health state creates disorder or unavoidable difficulties for third parties.
- 7.15.6 If the Air Carriage Contract in relation to the Passenger was terminated by the Carrier for reasons stipulated by the Air Code of the Russian Federation, Article 107, Para 1, Provision 6 (non-compliance with the Rules of Passenger Onboard Conduct or instructions of the Captain), the fare shall not be refunded to such Passenger.
- 7.15.7 When a Passenger involuntarily refuses from carriage, such Passenger shall be refunded the following sum:
- If the carriage has not been performed – the entire fare;

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- If the carriage has been performed partially – a sum determined pro ratio to an unused part of the carriage.

7.15.8 When a Passenger voluntarily refuses from carriage, such Passenger shall be refunded in accordance with the Carrier's Fare Regulation and conditions of the Air Carriage Contract:

- If the Passenger entered into the Air Carriage Contract stipulating a refund in case of the Contract termination, the fare shall be refunded to such Passenger (less the Carrier's expenses incurred in relation to performance under such Contract), provided the Passenger has notified the Carrier of his/her refusal from the flight within 24 hours prior to the end of the check-in term, as established by the Federal Aviation Rules, for a flight specified in the Ticket;
- If the Passenger failed to notify the Carrier in time of his/her refusal from the air carriage, yet prior to the end of the check-in term, as established by the Federal Aviation Rules, for a flight specified in the Ticket, the fare shall be refunded to such Passenger, less the penalty of 25 percent of the fare and the Carrier's expenses incurred in relation to performance under such Contract. The Carrier has the right to decrease such penalty;
- If the Passenger failed to notify the Carrier of his/her refusal from the air carriage prior to the end of the check-in term, as established by the Federal Aviation Rules, for a flight specified in the Ticket, the fare shall not be refunded to such Passenger;
- If the Passenger entered into the Air Carriage Contract not stipulating a refund in case of the Contract termination, such Passenger shall be not refunded the fare, except for unused payments charged by the Aircompany on behalf of third parties in accordance with laws of other countries, to, from, or over which such Passenger would be carried.

7.15.9 When the Passenger involuntarily refuses from a flight, the Carrier shall either carry such Passenger, upon his/her consent, by a next flight to the destination specified in the carriage document or refund the fare (or part of fare) for the unused flight leg, no deductions made.

7.15.10 For charter flights, when the Passenger needs a refund, it is paid by the party that received the fare, in accordance with the Russian Federation laws.

7.15.11 More details of the voluntary or involuntary refunds, application forms and contacts are at LLC "Aircompany "Ikar" website: <http://pegasfly.com>.

7.16 Eligibility for Fare Refund in Whole or in Part

7.16.1 For an unused carriage document, the Carrier refunds the fare to either a person specified in such carriage document, or a person who paid for the carriage, upon submission of the payment confirmation, an identity document, and a confirmation of the right to receive such refund (power-of-attorney certified by Notary Public – for individuals, or power-of-attorney certified by the authorized body of a legal entity – for legal entities), or to a designee upon submission of an identity document and a confirmation of the right to receive such refund.


7.16.2 For an unused (partially unused) hardcopy carriage document, the Carrier or its Agent shall not refund the fare, unless being submitted the passenger coupon and unused flight coupons of the Ticket, Miscellaneous Charges Order, electronic miscellaneous document, excess baggage receipt, or miscellaneous charges receipt.

7.17 Other Services and Information Support without Extra Payment

7.17.1 The Carrier (including its Handling Company) arranges provision to Passengers at airports, other places of flight check-in or sales, and on-board of aircraft, of services relating to air carriage. The Carrier and its Handling Company may render such services either for payment or toll-free.

7.17.2 At an airport, the Carrier and its Handling Company shall arrange, without any additional fees, the following services:

- Checking-in of passengers and baggage for a flight
- Transfer of departing passengers from the air terminal to aircraft and their embarkation
- Transfer of baggage to an aircraft, its loading to, placement at, and fastening at an aircraft
- Disembarkation of passengers from aircraft and transfer to the air terminal
- Unloading of the baggage from aircraft, transfer to the terminal and collection by the Passengers

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- Mother-and-Child room for passengers accompanied by a child(children) below 7 YOA (if could be provided by the Handling Company at a certain airport)
- Two phone calls or two e-mails, if the flight has been delayed for 2+ hours
- Refreshing drinks, if the flight has been delayed for 2+ hours
- One hot meal, if the flight has been delayed for 4+ hours, and, if the flight delay continues, more hot meals every six hours in the daytime and every eight hours in the nighttime
- Hotel accommodation, if the flight delay continues for 8+ hours in the daytime and 6+ hours in the nighttime
- Transfers from the airport to the hotel and back, if such accommodation is provided without any additional payment.
- Baggage storage.


Note. For purposes of this Article, flight delays start from a departure time as specified in the Ticket.

7.17.3 The Carrier or the Handling Company ensures provision of the following information at operational airports:

- Departure and arrival times according to an applicable schedule (flight plan)
- Place and time to start and end the passenger and baggage check-in for the flight listed in a carriage document
- Gate number and time to commence and complete the embarkation to an aircraft according to an applicable schedule (flight plan)
- Flight delays against an applicable schedule (flight plan) and delay reasons
- Ways of transfer to the nearest settlement, between the airport terminals or airports
- Rules and procedure for the pre-flight and post-flight screenings for passengers and baggage;
- General rules of the borderline, customs, sanitary, hygienic, veterinary, quarantine, and phytosanitary controls in accordance with the Russian Federation laws;
- The rules on carrying dangerous goods in the checked-in baggage or hand luggage and the passenger's liability in case of non-compliance therewith;
- Locations of Mother-and-Child Rooms.
- In addition to above listed other information can be provided.

7.17.4 The Carrier or its Agent may provide to the Passengers any other information, if not contrary to these Rules.

7.17.5 Information on carriage documents issued to a certain person, on their checking-in at a departure airport, departure or arrival may not be disclosed to third parties, unless requested in writing by state authorities or other entities or individuals and such request is recognized as reasonable and lawful.

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8 CARRIAGE OF PASSENGERS

The Passenger to whom the Ticket is issued shall pass the check-in, baggage check-in, security screening, passport check and boarding at the departure airport. For international flights, the Passenger shall also pass the customs and borderline controls and, if necessary, the quarantine, veterinary, phytosanitary, immigration and other controls


For international flights, the Passenger shall have proper documents required for legal entrance to, leaving from, and other documents established by the laws and regulations of, the country to, from or through which the carriage is to be performed.

8.1 Preflight and Postflight Screenings


- 8.1.1 Preflight and postflight screenings at the airport are made by service of aviation safety, including the cynologists who had the corresponding special training and having the certificate (certificate) with guard dogs.
- 8.1.2 The passengers with the diplomatic status having diplomatic immunity and also the couriers accompanying correspondence undergo screenings in accordance with general practice, except for the cases provided by the legislation of the Russian Federation.
- 8.1.3 Passengers in the wheelchair, incapable to move independently, or patients on a stretcher (on crutches, in wheelchairs), the passengers having the implanted devices stimulating warm activity are subject to screenings manually, and the persons accompanying them undergo screenings in accordance with general practice.
- 8.1.4 Carrying out preflight screenings does not exclude a possibility of carrying out screenings at implementation of operational search, criminal procedure and other activity by representatives on that persons in the order established by the legislation of the Russian Federation.
- 8.1.5 Preflight screenings is carried out after check-in of passengers, and when performing the international flights to or after implementation of border control and customs control or in the cases established by international treaties of the Russian Federation, federal laws and other types of control.
- 8.1.6 At refusal of the passenger of screenings LLC "Aircompany "Ikar" has the right to dissolve the contract of air transportation unilaterally, with compensation of payment for transportation according to these rules of carrier and Rules of application of tariffs of Carrier.
- 8.1.7 In the presence of the airport information system, including electronic screening database and devices that scan the bar code contained in the boarding pass, specialist for screening at the entrance of passengers at the point of inspection is subject to the provisions of the Order of Ministry of transport of Russia dated 25.07.2007 N 104 "About approval of Rules of carrying out preflight and postflight screening."

8.2 Preflight Passenger and Baggage Check-in

- 8.2.1 Passengers need to arrive at the airport's check-in counter beforehand, to pass all the preflight formalities.
 - 8.2.2 At airport passenger`s check-in begins:
 - In at least three hours prior to the departure time as specified in the Ticket;
 - Or other time, since various airports may vary in terms of their specifics and processing capacities.
 - 8.2.3 Passenger check-in for the Carrier's flights ends in 40 minutes prior to departure.
- Note.* If any flight data are changed, the Passengers are informed via the airport's public announcement system and screens.
- 8.2.4 For purposes of check-in and baggage check-in, the Passenger shall submit an identification document (Article 7.9.1 hereof).
 - 8.2.5 Also, if required, the Passenger shall have documents to confirm special carriage conditions for such Passenger and his/her baggage (power-of-attorney in relation to a child, medical examination statement, veterinary certificate, etc.).

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- 8.2.6 When checking in at the airport, the passenger is given a boarding pass.
- 8.2.7 Passenger registration can be on the official website of <https://pegasfly.com> and allows the passenger to independently check-in and provide the passenger a boarding pass in electronic form.
- During passenger check on the official website of <https://pegasfly.com> boarding pass of the passenger is issued in electronic form and sent to the passenger via the communication method specified by the passenger when booking ("when booking, the Passenger specifies the mobile phone number or another method of communication for informing", p. 14 of a FAR-82).
- During passenger check-in on the official website <https://pegasfly.com> the passenger of his or her choice is entitled:
- to print their own boarding pass;
 - receive a paper boarding pass at the airport;
 - to use a boarding pass is issued in electronic form, in the case of the airport information system, including electronic database searches, and devices that scan the bar code contained in the boarding pass, issued in electronic form.
- Boarding pass contains:
- initials and surname of the passenger;
 - flight number, departure date;
 - end time for the flight;
 - boarding gate number and seat number on Board the aircraft;
 - if necessary, the boarding pass may contain other information.
- Information about the possibility of using the boarding pass at the airport, issued in electronic form, is provided by the service organization at the airport, as well as on the official website of the airport (if available).
- 8.2.8 During checking-in of passengers and their baggage, the Passenger shall submit for weighing all the baggage intended for checking-in.
- 8.2.9 During checking-in and upon the Carrier's/agent's request, the Passenger shall submit for weighing his/her hand luggage, rucksack, cradle, and stroller, if used for a child's carriage as specified in Article 9.4.7 hereof.
- 8.2.10 During baggage check-in, the Passenger is issued a part (coupon) of the numbered baggage tag, while the other part is tagged onto each piece of baggage, as accepted by the Carrier for carriage in the aircraft baggage hold (the "Checked-in Baggage"), and thereupon the Carrier shall be responsible for integrity of such baggage and its package.
- 8.2.11 A numbered baggage tag serves to identify each piece of the checked-in baggage and contains data on the Passenger name and surname, baggage weight, flight number, departure date, departure and destination airports to which such checked-in baggage shall be carried, and other information, if necessary.
- 8.2.12 To indicate special conditions of carriage a special non-numbered baggage tag may be attached to the checked baggage in addition.
- 8.2.13 If the Passenger refuses to pay for the carriage of his/her baggage for the price and under conditions established by the Air Carriage Contract, the Carrier shall have the right to refuse in carriage to such Passenger.
- 8.2.14 The Carrier has the right to check all relevant documents during passenger check-in, until the time when such Passenger and his/her baggage would be accepted for carriage, yet the Carrier shall not bear any responsibility for the Passenger issues with state authorities (customs, borderline, immigration or other), if not stipulated otherwise by international or national laws of countries of departure, transfer, stopover, or entrance.
- 8.2.15 The Carrier shall take all measures to place together onboard of its aircraft a child/children below 12 years of age and the accompanying adult(s) or persons below 18 years of age who has obtained full legal capacity in accordance with the Russian Federation civil laws.

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Note. At some flights, the cabin of an aircraft features a rigid block designed for crewmembers and engineering staff. During flights operated by augmented crews, additional seats shall be reserved.

8.3 Online Checking-In

8.3.1 Online checking-in means that Passengers check-in by themselves (without the Carrier's staff) at the official website of the LLC "Aircompany "Ikar" <http://pegasfly.com>.

8.3.2 Online check-in begins in 24 hours prior to a departure of flight and not less than 1 hour to a departure of a scheduled flight come to an end. Before online check-in passing the passenger confirms the acquaintance and consent with conditions of check-in for flight, acquaintance with the Rules of transportation of baggage and Rules of conduct of the passenger onboard posted on the website <http://pegasfly.com>. When passing online check-in the passenger chooses to himself the place in a cabin, according to a service class, prints out the boarding pass and also, if necessary has an opportunity to cancel registered.

Note. On some directions time of the end of online check-in can differ, more detailed information is posted on the website <http://pegasfly.com>.

8.3.3 Online checking-in is not provided to Passengers having special requests (i.e. carriage of animal(s), weapon, baggage in the passenger seat, etc.) or needing special services, such as accompanying of a handicapped person or minor, etc. Such Passengers shall check-in at an airport.

8.3.4 After the online check-in, the Passenger shall submit, for weighing and ticketing, to the airport check-in counter all the baggage intended to check-in, his/her hand luggage, rucksack, cradle, and stroller, if used for a child's carriage as specified in Article 9.4.7 hereof.

8.3.5 Boarding passes are mandatory to submit at the departure gate.

8.3.6 The Passengers may print-out their boarding passes in A4 hardcopies. If the Passenger could not print-out the boarding pass at home, such Passenger may receive such boarding pass at the check-in counter in the departure airport, in at least 5 minutes prior to the end of the checking-in. For the possibility of using a boarding pass issued in electronic form at the airport, see clause 8.2.7 of these Rules.

Note. On some foreign directions, after online check-in passing the notice of need to address on a front desk at the airport for obtaining the boarding pass of the sample established by the airport will be sent to the passenger.

8.4 Boarding

8.4.1 The Passenger check-in shall end in 20 minutes prior to the check-in completion.

8.4.2 The Passenger shall arrive to the boarding gate no later than the time specified in the boarding pass and is permitted to embark upon submission of the boarding pass for a certain flight.

8.4.3 At the boarding gate, the Passenger shall, upon the Carrier's or agent's staff request, submit for weighing his/her hand luggage, rucksack, cradle, and stroller, if used for a child's carriage as specified in Article 9.4.6 hereof.


8.4.4 The Passenger being late by the end of passenger and baggage check-in or the end of embarkation may be denied in carriage by this flight. When the Passenger registers for a flight, yet not embarks, baggage of such Passenger will be unloaded and examined.

8.4.5 If the Carrier or its authorized agent discover an extra piece of baggage and/or hand luggage not declared by the Passenger at the check-in counter, such Passenger may be denied in carriage.

8.5 Onboard Passenger Servicing

8.5.1 LLC "Aircompany "Ikar" onboard the aircraft provides to the passenger a complex of services depending on type and the equipment of the aircraft, duration of its flight, time of day during which there is a flight and also a class of the service specified in the transportation document. For receiving the complex of services stated by the company or in addition ordered, the passenger has to take the place which is specified in the boarding pass.

8.5.2 Onboard the aircraft of LLC "Aircompany "Ikar" provides informing passengers on flight conditions and rules of conduct onboard aircraft; about the locations of the main and emergency

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exits, about conditions of escape of the aircraft in emergencies and also about the locations in inside of the aircraft of individual means of protection and inflatable ladders.

8.5.3 LLC “Aircompany “Ikar” provides first aid onboard the aircraft.

8.5.4 Food

- meal and hot drinks can not be provided to passengers onboard the aircraft if the passenger is informed on conditions of such service before signing of the contract of air transportation of the passenger (according to item 98 Federal Aviation Rules of the Russian Federation);
- meal and hot drinks are provided on flights of LLC “Aircompany “Ikar” depending on duration of the flight specified in the schedule and a service class;
- the passenger can order special meal (vegetarian, children's and meal for the child up to 2 years).

8.5.5 Detailed information about the types, quantity of meal provided and availability of meal on flights of LLC “Aircompany “Ikar” is provided upon purchasing a ticket, and is also available in the booking systems and on the official website <https://pegasfly.com/>.

8.5.6 Smoking onboard the aircraft is strictly forbidden, including smoking of electronic cigarettes.

8.6 Extra Seat in Cabin (EXST)

8.6.1 Upon the Passenger request and upon the Carrier’s consent (to be obtained in at least 24 hours prior to departure), the Carrier may book one or more extra seats in the cabin for convenience of such passenger.

8.6.2 The Passenger shall pay for the extra seat, if assigned, in accordance with the regular price established for one adult.

8.6.3 Extra seats shall not be booked by several bookings.

8.6.4 During check-in, the Passenger who booked and paid for an extra seat is issued two boarding passes – one for the Passenger and one for extra seat, with the same number of the boarding pass.

8.6.5 Extra seat shall be recorded in the same ticket.

8.6.6 For the ticket specifying extra seat, one toll-free baggage allowance shall be applied in accordance with the fee paid for.

8.7 Seat Choice and Free seat nearby

8.7.1 For comfortable passenger accommodation and the possibility of choosing a specific seat in the passenger cabin, the Airline has implemented the “Seat Choice” service. The terms and conditions of use of the service can be found on the official website <https://pegasfly.com>.

8.7.2 To guarantee additional free space nearby and the possibility of booking a neighboring seat, the "Free seat nearby" service is implemented. The service is available to economy class passengers during the check-in process at the airport if there are sufficient seats available on the flight. The terms and conditions of use of the service can be found on the official website <https://pegasfly.com>.

8.8 Preferential Conditions for Certain Passengers


8.8.1 Certain categories of passengers are entitled to use air transport under preferential conditions in accordance with the Russian Federation laws and the Carrier’s Rules for Air Transport.

8.8.2 For passengers entitled for preferential treatment, carriage documents are issued separately, upon submission of confirmations applicable to air transport in accordance with the Russian Federation laws and with the Carrier’s written consent.

8.9 Children and Infants

General

8.9.1 To enable the Carrier issuing a child’s Ticket and performing pre-flight check-in, customers need to submit a confirmation of the child’s age, as of the date of the flight commencement at a

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departure point specified in the carriage document. The Aircompany or its Agent shall specify in a child's Ticket his/her birth date.


- 8.9.2 In the case when a child's Ticket is re-issued after the beginning of the flight due to a change of the route and/or departure date, such re-issuance shall be made with a discount established for the child's age as of the date of the flight commencement at a departure point specified in the carriage document, even if the child's age has changed by the time of the Ticket re-issuance.
- 8.9.3 Passengers accompanied by a child(children) may, in addition to the toll-free allowance, carry a baby stroller, provided it is used by the Passenger (not in the manufacturer's package). Such stroller is carried in the baggage hold as checked-in baggage. Passengers may use strollers until the embarkation and pass them to the baggage hold immediately prior to the boarding. When needing to carry a stroller, the Passenger shall inform the check-in staff who issues the tag entitling to transfer the checked-in stroller immediately prior to the boarding.
- 8.9.4 It is forbidden to arrange the seating near emergency exits of adults accompanied by infants below 18 years of age.
- 8.9.5 A minor may not leave the Russian Federation, unless in compliance with the Russian Federation laws.
- 8.9.6 Children aged from 2 to 12 are accepted for a flight, if accompanied by an adult or legally capable person which has full legally capability in accordance with civil law of the Russian Federation prior to the age of 18, or unaccompanied and being under the Carrier's care. Children aged between 5 and 12 (see Unaccompanied Minors) may travel unaccompanied and under the Carrier's staff supervision.
- 8.9.7 Children above 12 may be carried unaccompanied by an adult or a person below 18 years of age who has obtained full legal capacity in accordance with the Russian Federation civil laws.

Infants

- 8.9.8 Infants are accepted for a flight, if aged at least 7 days, in accordance with the medical recommendations.
- 8.9.9 Prematurely born infants shall not be accepted for a flight, unless obtained the medical statement that the child would be safe during a flight.

Passengers with Children Below 2YOA

- 8.9.10 An adult or person which, in accordance with civil laws of the Russian Federation, has obtained full legal capacity prior to the age of 18, shall be entitled to carry one child of the age below 2, for domestic flights – toll-free, while for international flights - with the discount of 90 percent of the standard fare or special fare, if no specific conditions for the special fare are established. In this case, a child will not be provided a separate seat, though a separate Ticket will be issued. If a child of the age below 2 is provided with a separate seat upon the accompanying Passenger's request, such child will have a ticket at 50 percent of the standard fare or special fare, if no specific conditions for the special fare are established
- 8.9.11 Other children of below 2 years of age, which accompany the Passenger, as well as children aged between 2 and 12, shall be carried with the discount of 50 percent of the standard fare or special fare, if no specific conditions for the special fare are established; such children to be provided with separate seats.
- 8.9.12 It is forbidden to place two children onto the same seat.
- 8.9.13 For security purposes and to ensure availability of oxygen masks for passengers in the case of the cabin depressurization, no more than one child aged below 2 and not issued a separate ticket could be seated in the same seat block in the cabin.
- 8.9.14 Upon the request to be submitted in at least 48 hours prior to departure, a child may be provided with infant's food for children below 2YOA (BBML). Without such request, the infant below 2YOA would not be provided any meals onboard of an aircraft.
- 8.9.15 According to the preliminary application, but not later than in 36 hours prior to a departure, the children's cradle can be aboard provided to children up to one year (in the presence of fastenings

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for her installation). BSCT-Bassinet/carrycot/baby basket is intended for the child by age till 1 year and weight not exceeding 11 kilograms.

- 8.9.16 At aircraft, an infant shall be in the hands of the accompanying person throughout the flight.
- 8.9.17 Infants should be placed with their heads towards the aisle (except for the aisle seats, at which infants are placed with their heads towards the window), to exclude traumas of the infant's head when an item falls down from the steward trolley.
- 8.9.18 Children shall not be placed in the same row of seats without adults accompanying.

8.10 Carriage of Children's Groups

- 8.10.1 If you carry 20 or more children aged below 18 years old, this means a children's group. Carriage of children's groups shall be agreed with the Carrier in at least 10 working days prior to the flight.
- 8.10.2 Passengers not exceeding 18 years of age shall not be seated near an emergency exit.
- 8.10.3 A head or authorized officer of an entity that has formed the children's group and is responsible for their safety, shall agree with the Carrier, in at least 10 working days prior to the flight, the group carriage and submit the list of traveling children, list of accompanying adults (names and phones), including a person in charge, and list of emergency contacts. A carriage is deemed to be confirmed/agreed, when the Carrier's departments consented to such carriage and the Carrier sent the confirmation to the customer requesting such carriage.
- 8.10.4 A number of accompanying adults shall be at least one person per 30 children, yet the number of such accompanying persons may be reconsidered upon the Carrier's consent.
- 8.10.5 In case of flight problems (such as delayed departure or landing at an alternate aerodrome) which cause a change in the timeframe and/or route, the person in charge of a group shall ensure timely notification of the children's parents (legal guardians).

8.11 Servicing of Children's Groups

- 8.11.1 When arranging meals, food shall comply with applicable standards and regulations and be accompanied with quality and safety confirmations.
- 8.11.2 Drinking water, including potable and bottled water, shall comply with applicable quality and safety requirements.
- 8.11.3 Children's groups shall be checked-in for a flight at separate counters and their seats shall be outside of the emergency exit areas; preferably in the first cabin. The accompanying adults shall be seated near emergency exits and as close to the children as possible.
- 8.11.4 If possible, children's groups shall stay at a separate area and provided with transfer buses to the aircraft.
- 8.11.5 The operations of the flight attendants service's team (FAS) onboard an aircraft shall include supervision over the children's conduct, maintenance of proper hygienic and sanitary conditions in the cabin and provision of first aid where required.

8.12 Unaccompanied Minors


- 8.12.1 Unaccompanied minors mean children accepted for a flight without their parents or other guardians and aged:
 - From 5 to 12 YOA for domestic flights;
 - From 6 to 12 YOA for international flights.

Note. The Carrier shall not accept for carriage any unaccompanied minors below 5 YOA.

- 8.12.2 For a certain flight, the number of unaccompanied minors shall not exceed three.

Note. The number of unaccompanied minors may be extended for a certain flight with the Carrier's consent.

- 8.12.3 Upon the parent's/guardian's (legal representative's) request and with the Carrier's consent, children from 12 to 16 may be accepted for unaccompanied travel.
- 8.12.4 Age of an unaccompanied child shall be determined as of the date when the aircraft departs from the airport.

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Conditions of Unaccompanied Minor Carriage

- 8.12.5 Unaccompanied minors shall be accepted for carriage, if the following documents are submitted:
- The booking confirmation;
 - Identity document: either birth certificate for children below 14 YOA or domestic passport for teenagers above 14 YOA; and passport for international flights;
 - The Unaccompanied Minor Consent executed by a parent, guardian or representative in law and the LLC “Aircompany “Ikar” representative (agent) at the departure airport in 3 hours prior to the scheduled departure;
 - Parents’ or guardian’s (representative’s in law) consent to carry the child by an international flight as unaccompanied minor, with the term out of the country and the destination country specified (for international flights);
 - Medical Statement in relation to a child (if necessary).
- 8.12.6 Unaccompanied minors shall be carried only to airports where the Carrier has its authorized agents.
- 8.12.7 Unaccompanied minors shall be carried by direct flights only, to the first stopover point.
- 8.12.8 Unaccompanied Minors shall be carried in the Tourist class only, with paying the adult fare, without the provision of children's discounts.
- 8.12.9 A person who delivered the child to the departure airport shall stay at the airport until the actual departure of the aircraft.


Seating of Unaccompanied Minors

- 8.12.10 Unaccompanied minors shall be seated in accordance with the following requirements:
- It is forbidden to place children near emergency exits,
 - Emergency equipment is available;
 - Whether the chief flight attendant is able to monitor and take care of the child during the flight.
 - Unaccompanied minors shall not be seated near an adult male.
- 8.12.11 If two unaccompanied minors go by the same flight, they should be seated next to each other, if possible.

8.13 Handicapped Passengers

General

- 8.13.1 The Passenger shall consider his/her health state and capability to use aircraft transportation.
- 8.13.2 If the Passenger’s age, physic or physical state may cause deterioration of the health during a flight or pose a threat to life, the Carrier may accept such Passenger for carriage, provided the Carrier is not held responsible for possible negative consequences of such flight.
- 8.13.3 The Carrier shall have the right to limit the number of certain passenger categories or deny carriage, if:
- The Passenger’s health requires special conditions of air carriage or such carriage either poses a threat to such Passenger or other persons, as confirmed by medical documents, or causes disorder or any other unavoidable difficulties for third parties.
 - When the Passenger needs extra oxygen during flight. The Carrier policies and regulations forbid carriage, in the passenger cabin, of containers with oxygen or compressed air (except when consented by the Carrier’s authorized officer).
- 8.13.4 Disabled children below 12 shall be accompanied by an adult or passenger that have obtained full legal capacity prior to the age of 18 in accordance with the Russian Federation laws.
- 8.13.5 The Passengers with both visual and audial impairment shall be accompanied by a helper during a flight.
- 8.13.6 The Passengers with either visual or audial impairment or the Passengers in wheelchairs may be accepted for a flight without an accompanying person.
- 8.13.7 Passengers with loss of vision may be accompanied by guide dogs.

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- 8.13.8 If the Passenger is determined by a competent court to be legally incapable, such Passenger shall be carried upon request of his/her parent, adoptive parent, or guardian and accompanied by an adult capable of ensuring safety for both the Passenger and third parties. If, in the course of the Passenger check-in, the officer determines such Passenger's legal incapability and the transport request and accompanying person are absent, such Passenger shall not be accepted for a flight.
- 8.13.9 Disabled persons and low-mobility persons requiring assistance should be accompanied by an adult (over 18 YOA).
- 8.13.10 In order to be accepted for a flight without the accompanying person, the Passenger shall be capable of:
- Unfastening the seat belt;
 - Extracting and putting on the life vest;
 - Putting on the oxygen mask without anyone's assistance;
 - Understand safety and security instructions and perceive the information delivered via all channels available.
- 8.13.11 Wheelchairs, crutches and other mobility aids of low-mobility passengers shall be carried toll-free and not included into the toll-free allowance.

Limitations Caused by Safety Reasons for Disabled and Low-Mobility Passengers

- 8.13.12 The passengers using the wheelchair with the electric drive are obliged to have at themselves a set of keys/devices for detachment of plugs of the accumulator of the wheelchair and also packing for the accumulator according to Technical instructions for safe transportation of dangerous freights by air of ICAO.
- 8.13.13 Detachment and connection of plugs of the accumulator of the wheelchair with the electric drive is carried out by passengers independently or on demand about the need for services - the serving organization.
- 8.13.14 The Carrier shall not provide handicapped passengers with the service of their lifting and/or carrying in one's arms
- 8.13.15 The form for filling of Request for the need for services for passengers from among disabled people and other persons with restrictions of activity is posted on the official site <https://pegasfly.com/>.

Booking for and Carrying of Handicapped Passengers


- 8.13.16 To book seats and enter into the Air Carriage Contract, (buy a touring product), handicapped passengers may call the Carrier or Agent (or touring operator or touring agent) at the sales point, via phone or email or book seats via the information systems.
- 8.13.17 At signing of the contract of air transportation the passenger from among disabled people and other persons with restrictions of activity is obliged to report to LLC Ikar Airline or the agent of carrier who is carrying out booking, sale and execution of transportation documents, and at signing of the contract on realization of a tourist product – to tour operator or travel agent about the restrictions of activity which are available for such passenger and also about dimensional, weight and other characteristics of the individual vehicles (including existence and technical characteristics of accumulators) transported onboard the aircraft.

Note. The request for transportation of the patient on a stretcher is made not later than 48 hours until the departure specified in the schedule.

- 8.13.18 Requests for onboard servicing of handicapped passengers shall be submitted to the Carrier or its Agent when booking and/or entering into the Air Carriage Contract or to the touring operator or agent when entering into the touring product sale contract.

Servicing at Airports

- 8.13.19 To enable the Carrier arranging the services requested, handicapped passengers should arrive to the departure airport beforehand, by the time when the checking-in for the flight begins.
- 8.13.20 Upon the request in relation to the disabled or low-mobility passengers, if submitted directly at the handling company's airport, the services listed below shall be provided toll-free:

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- Meeting at the arrival place and assistance when moving around the airport, provided the Passenger has notified of his/her arrival;
- Providing the wheelchair and/or other mobility aid to move around the airport;
- Leasing the wheelchair to the low-mobility passenger in the case when delivery of his/her mobility aid to the destination airport or intermediary airport was delayed, lost or damaged during a flight;
- Assisting in walking of guide dogs.

8.13.21 Upon the request in relation to the disabled or low-mobility passengers, if submitted when entering into the Air Carriage Contract or touring product sale contract, the services listed below shall be provided toll-free at the airport by the handling company:

- Assisting in movements within air terminals, including during the passenger and baggage check-in;
- Assisting when passing the borderline, customs, quarantine, veterinary, and phytosanitary controls in accordance with the Russian Federation laws and when passing the preflight screening;
- Assisting during embarkation, including when using wheelchairs and/or ambulifts for low-mobility passengers
- Embarking in the priority order;
- Disembarking with the use of wheelchair and/or ambulift, after the other passengers, including assistance in carrying hand luggage of the disabled passenger;
- Meeting at the arrival airport by the handling company.

Onboard Servicing

8.13.22 On board of an aircraft, disabled Passengers shall be provided, without charging additional payments, the following services:

- Information of the Rules on Onboard Passenger Conduct and other information in a form suitable for disabled persons;
- Assisting in placement of hand luggage in the cabin;
- Temporary leasing of a wheelchair, upon request of a low-mobility passenger for movements onboard of an aircraft; the maximum weight of the Passenger to be placed into the onboard wheelchair is 250 kg, the space between hand rests is 34 cm.
- Onboard wheelchairs shall be activated by a member of the cabin crew and used only during the echelon flight;
- Assisting in movements to/from the toilet in the wheelchair.

Provision of seats on Board the aircraft

8.13.23 Passenger with disabilities or other physical disfunctions and passengers older than 65 years are given a seat, which is free at the time of application, except for seats at emergency exits.

Passengers on Stretcher

8.13.24 Persons staying on stretches are carried:

- In additional seats;
- In the economy-class only;
- The price is three times standard Coach-class fare.


8.13.25 Passengers on stretches shall be carried upon consent of all involved departments of the Carrier and handling companies of the departure and arrival airports.

8.13.26 Seats in the cabin for passengers on stretchers shall be determined in consideration of the following:

- No hinders in case of passenger evacuation;
- Convenient evacuation of passengers on stretchers.

8.13.27 Due to reasons of construction safety, the weight of a passenger on stretches shall not exceed 300 pounds (136 kg).

Passengers Needing Oxygen for Medical Reasons

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8.13.28 Upon request (MEDA), and with the medical confirmations, the Carrier provides oxygen to passengers.

8.13.29 In certain cases, (as specified in the Technical Instructions for the Safe Transport of Dangerous Goods by Air, ICAO DOC 9284 AN/905) small containers (up to 5 kg) with gaseous oxygen or air, needed for medical purposes, could be accepted for carriage in the cabin, together with the diseased passenger, as listed below:

- Diseased passengers shall not be accepted for a flight, unless have the medical permission;
- Diseased passengers shall be accompanied by medical staff;
- The oxygen container shall have proper marking and individual number;
- The passenger and medical staff shall have the permission to carry the oxygen container in the cabin, with the container number and validity term specified;
- Carriage of oxygen containers shall be governed by the Carrier's rules established for hand luggage;
- Oxygen containers shall not be carried in the cabin in the absence of a diseased passenger;
- Medical staff shall control the use of the oxygen container.

8.14 Pregnants

8.14.1 Pregnants shall consider their state of health and capability to use aircraft transportation.

8.14.2 The Carrier shall not bear any responsibility to a pregnant Passenger for unfavorable consequences that may arise for such woman and/or fetus in the course of, or after and resulting from, the flight.

8.14.3 Pregnants, especially those with the pregnancy term nearing the end (4 weeks to expected childbirth or 8 weeks for multifetus pregnancy), and women within the first 7 days after the delivery should have the medical statement to confirm their satisfactory state of health after the 28th week of pregnancy or in the case of pathologic pregnancy.

8.14.4 To ensure flight safety, pregnant shall not be placed near emergency exits.

8.15 Deportees from Russia

8.15.1 Deportees shall be carried in accordance with instructions of competent authorities and at the cost and expense of the federal budget.

8.16 Persons with Denied Entrance to Destination Country

8.16.1 In relation to persons who arrived by the Carrier's aircraft and were denied entrance to a country due to the visa absent, passport invalid, etc. or persons whom competent authorities decided to deport from a country, such authorized officer shall execute the Deportation Statement.

8.16.2 If the Carrier has to pay or deposit a certain sum, fine or provide a security as a result of the Passenger failure to comply with applicable laws, submit required, valid and correct documents, the Passenger shall, upon the Carrier's request, recover the payments, fines, deposits, etc. and related costs and expenses incurred by Carrier.

8.17 Transportation of deportees and persons in custody


General information

8.17.1 To ensure flight safety, transportation of these categories of passengers, accompanying persons, weapons, special equipment must be agreed with the Airline in advance (24 hours before the scheduled flight).

8.17.2 Deportees must be accepted for direct flights only, without stopovers.

8.17.3 Boarding of the specified persons is made before the beginning of boarding the passengers, disembarkation is made last of all. The passengers are placed in a tail part of the cabin, in no way near emergency exits. If the passengers are accompanied by a guard, the guard is provided with nearby seats.

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- 8.17.4 Persons deported from a country by the authorities due to the end of their residence permit or visa or conviction or due to political reasons are accepted for carriage without accompanying persons.
- 8.17.5 Persons deported from a country by the authorities in accordance with the court decision on extradition of a criminal pending the actual proceedings shall be accepted for carriage with at least two guarding policemen (per one deportee) and upon consent of competent authorities of the countries involved and with the notice to the Carrier.
- 8.17.6 The ticket for transportation of the deportee is paid by the state authorities of the country that made the decision on deportation.

Transportation of persons in custody


- 8.17.7 The number of accompanying persons (guard) must be at least 3 people per the accompanied person. With each subsequent accompanied person, the composition of the guard is increased by one person.
- 8.17.8 When escorting convicts and persons in custody on board an aircraft, the guards perform the task of escorting without firearms. Firearms and ammunition during the pre-flight screening are accepted for the flight period by an authorized employee of the airport aviation security service and transported in a locked metal box in the luggage compartment of the aircraft, after which it is issued to the guards at the arrival airport in a specially designated place.
- 8.17.9 In case of a long (1,5 hours and more) departure delay of the aircraft, the accompanied persons are transferred by guard from board the aircraft to the room allocated by administration of the airport, isolated from passengers.

8.18 Business Class Passengers

- 8.18.1 At airports, business-class Passengers may be offered the Business Lounge.
- 8.18.2 In an aircraft cabin, business-class Passengers are assigned seats of a higher servicing class, in a separate compartment.
- 8.18.3 Business-class Passengers enjoy dedicated onboard servicing, such as business-class meals, refreshing and alcoholic drinks, and additional household equipment.

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9 CARRIAGE OF BAGGAGE

9.1 General Provisions

- 9.1.1 The Carrier accepts passenger baggage as checked-in baggage to be carried in the cargo compartments, while hand luggage is carried in the cabin.
- 9.1.2 The Passenger's checked-in baggage shall be carried by the same aircraft as that carrying such Passenger. If such concurrent carriage is impossible, the Carrier shall carry such baggage by the next flight to the Passenger's destination.
- 9.1.3 The Carrier has the right to refuse the Passenger in carriage of his/her baggage, if its weight, number of pieces, contents, dimensions, or packing does not comply with provisions of these Rules.
- 9.1.4 If the Passenger is not embarked after check-in, his/her baggage (including that of a transit Passenger which have not embarked at an intermediary airport, as well as their hand luggage left in the cabin) shall be removed from such aircraft and subject to security screening.

9.2 Toll-Free Baggage Allowance

- 9.2.1 The Carrier or its Agent shall inform Passengers on toll-free baggage allowances for certain flights and on the fees for excess baggage or baggage excluded from the toll-free allowance.
- 9.2.2 If the Passenger has to change a servicing class due to reasons beyond his/her control, such Passenger has the right to use a baggage allowance established for the servicing class paid for.
- 9.2.3 Toll-free baggage allowances are specified at the Carrier's website: <http://pegasfly.com>.
- 9.2.4 The Carrier shall have the right to establish, for certain routes and/or fare levels, exceptions from the toll-free baggage allowance, by notifying the Passenger during the booking.
- 9.2.5 Toll-free allowances shall not be applied to:
- A baggage item regardless of its name and application, if the total of the three dimensions of the package exceeds 203cm (length + width + height for each item), and such piece of baggage exceeding 203 cm is called 'Oversized Baggage'
 - A baggage item regardless of its name and application, if a piece's weight exceeds 30 kg, and such piece of baggage exceeding 32 kg is called 'Heavy-Lift Baggage'
 - Pets (birds), excluding guide dogs accompanying the visually impaired Passengers.

Note. To items specified above, the Carrier applies baggage fees, regardless of the amount of other items belonging to such Passenger and to be transported as baggage.

- 9.2.6 According to Paragraph 127 Federal Aviation Rules of the Russian Federation at the request of the passengers following together with one purpose of visit in the same airport (point) of appointment or the airport (point) of a stop as the same flight (the family members, persons who are in common traveling or the following), and at the conclusion such passengers of the contracts of air transportation of the passenger providing free baggage allowance, the carrier is obliged to unite the sum of free baggage allowance on the weight of each of passengers in a business trip. The free baggage allowance is established by rules of application of a tariff.


However, in this case, baggage is checked-in for each Passenger separately.

The weight of a piece of the joint baggage shall not exceed 30 kg to be accepted for carriage without extra payment.

Note. Detailed information and conditions on association of baggage over the established free norm of transportation is placed in booking systems and on the official site of <https://pegasfly.com/>. At non-performance by the Passenger of conditions association of baggage it can be refused.

9.3 Checked-in Baggage

- 9.3.1 The Passenger's baggage shall be accepted for carriage when checking-in at the destination airport. The Carrier or the handling company issues to the Passenger the numbered baggage tag for each piece of checked-in baggage. A baggage tag serves to identify baggage. To denote special carriage conditions, checked-in baggage shall bear a special baggage tag sine numero.

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9.3.2 Weight of a single piece of baggage shall not exceed 50 kg, except for wheelchairs used by the disabled or low-mobility passengers. If weighing more, the baggage shall be carried as cargo. For international flights, other limits may be applied to the baggage maximum weight, dimensions, or number of pieces, by state authorities or regulations of a departure, transfer, and/or destination airport (point). The Carrier has the right to refuse in carriage of a checked-in baggage, if its weight and/or dimensions do not comply with stated limits.

9.3.3 From the time when a checked-in baggage is accepted for carriage and until the time when it is collected by the Passenger, the Passenger's access to such baggage is forbidden, unless required for purposes of the baggage identification or extra examination by authorities.

9.4 Hand Luggage

9.4.1 Items that do not contain substances and objects prohibited for carriage in the cabin of the aircraft, the weight and dimensions of which are established by the Airline in accordance with Federal aviation regulations and allow them to be safely placed in the cabin of the aircraft, are accepted as hand Luggage.

Hand Luggage is carried in the cabin of the aircraft within the limits established by the Airline norms without additional charge.

Free hand baggage allowance:

- the weight does not exceed the norms established by the tariff;
- one piece has dimensions no more than 115 cm in the sum of 3 measurements (55*40*20 cm).

9.4.2 Details on the hand luggage are listed at the Carrier's official website <http://pegasfly.com>.

9.4.3 If a hand luggage exceeds the toll-free allowance established by the Carrier, it may be carried in the cabin, provided the following conditions are complied with:

- Not exceeding 115 cm in total dimensions (55x40x20 cm);
- Not exceeding 12 kg in weight.

For the carriage of hand Luggage in the cabin of the aircraft in excess of the established free baggage allowance, a fee is charged, due to the rules of application of the tariff.


9.4.4 On some flights, for safety reasons, this service may not be provided by the Carrier.

9.4.5 The rates for payment of hand Luggage in excess of the established free baggage allowance in the cabin of the aircraft can be found on the website of the airline at <http://pegasfly.com>.

9.4.6 Hand luggage exceeding the parameters listed in Article 9.4.3. shall be carried in the baggage hold in accordance with the conditions established by the fee regulation.

9.4.7 As hand luggage and in addition to the toll-free allowance, the Passenger may carry toll free the following items:

- a backpack, the weight and dimensions of which allow you to safely place it in the cabin of the aircraft and do not exceed the free baggage allowance established by the Airline for hand Luggage, or a ladies ' bag, or a briefcase with things enclosed in a backpack, or a bag, or a briefcase;
- bouquet of flowers;
- outerwear;
- baby food for your child during the flight;
- suit in a holdall;
- a device for carrying a child (a cradle, restraining systems (devices) for children under two years of age, a baby stroller, and other devices) when transporting a child, the dimensions of which are set by the Airline's rules, and allow them to be safely placed in the cabin of the aircraft on a shelf above the passenger seat or under the seat in front of the passenger seat;
- medicines, special dietary requirements in the amount necessary for the flight;
- crutches, canes, walkers, rollators, folding wheelchairs used by the passenger and having dimensions that allow them to be safely placed in the aircraft cabin on a shelf above the passenger seat or under the seat in front of the passenger seat;

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- goods purchased in duty-free shops at the airport, Packed in a sealed (sealed) plastic bag, the weight and dimensions of which allow them to be safely placed in the cabin of the aircraft and do not exceed the free carry-on baggage allowance established by the Airline.

9.4.8 It is the Passenger's responsibility to ensure safety and security of his/her hand luggage carried in the cabin. When a flight is interrupted as specified in the carriage document, the Passenger shall take with him/her the hand luggage and personal belongings, when leaving the aircraft.

9.4.9 In the passenger cabin of the aircraft it is allowed to carry things and objects that require special precautions when handling them: cinema, camera, television, radio equipment, electronic devices, musical instruments, glass, porcelain, ceramics, human organs and tissues, blood and its components, samples of human biological materials intended for therapeutic and diagnostic purposes, including for hemotransfusion or transplantation (biological materials).

9.5 Payable (Excess, Heavy-Lift or Oversized) Baggage

9.5.1 Excess, oversized and heavy-lift baggage shall not be accepted for carriage, unless the aircraft has free carriage capacities and the Passenger has paid for such baggage, except when carriage of such baggage is agreed with the Carrier and paid for at the booking and except for wheelchairs or other mobility aids for the disabled or low-mobility passengers. Passengers shall inform the Carrier or its Agent beforehand on expected weight and number of pieces of excess baggage and shall book carriage capacities for such baggage.

9.5.2 If an amount of baggage submitted by the Passenger for transportation exceeds the amount booked and paid for previously, such baggage shall not be transported unless the aircraft has a free carriage capacity and the applicable fee is paid in full.

9.5.3 The Carrier has the right to apply restrictions or refuse carriage of the excess baggage, if not agreed with the Carrier beforehand.

9.5.4 If, at a departure point, the Passenger submits a lesser amount of baggage in terms of its weight or number of pieces, than those booked and paid for, the Carrier will refund to such Passenger the difference of the excess baggage fee between the booked and factual weight.

9.5.5 Along a route, the Passenger may reduce or, upon the Carrier's consent, increase his/her baggage weight and number of pieces.

9.5.6 If the Passenger increases weight and/or number of pieces of his/her baggage along a route, such Passenger shall pay for the baggage exceeding the toll-free allowance in terms of its weight or dimensions. If the Passenger reduces the baggage weight and/or number of pieces en-route, the Carrier will not re-calculate the baggage transportation fee.

9.5.7 Oversized baggage may be accepted for carriage, provided dimensions of the aircraft loading hatches and cargo compartments are sufficient for loading/unloading and onboard placement of such baggage. Oversized baggage shall have carriage handles and fastenings to be used when the baggage is moved to/from an aircraft and during flight.


9.5.8 If an oversized and/or excess baggage has to be carried by several carriers, a carrier which intends to issue a carriage document shall receive consents of all carriers involved.

9.6 Fees for Excess, Heavy-Lift or Oversized Baggage

9.6.1 For carriage of oversized or heavy baggage or service dogs, the Passenger shall pay on the basis of the above's actual weight, dimensions and number of pieces, in accordance with the baggage fees established by the Carrier, regardless of the other items belonging to the Passenger and carried as checked-in baggage, except for guide dogs accompanying visually impaired passengers, wheelchairs, crutches, walking sticks, walkers, or rollators actually used by the low-mobility passengers, or children's strollers with their dimensions allowing their safe and secure placement in the cabin's overhead rack or under the front passenger's seat; such items to be carried without the extra payment.

9.6.2 Payments for the oversized, excess or heavy-lift baggage shall be documented by the Excess Baggage Receipt, Miscellaneous Charges Order or EMD.

9.6.3 Rates for the transportation of the oversized, excess or heavy-lift baggage shall be published at: <http://pegasfly.com>.

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9.7 Cabin Baggage (CBBG)


- 9.7.1 Baggage requiring special carriage conditions (such as valuables or fragile items) may be accepted for carriage in the passenger cabin, if:
- The Passenger has agreed this carriage with the Carrier;
 - The baggage has been screened in accordance with security procedures.
- 9.7.2 The Passenger shall pay, for the additional seat, the standard fare (the excess baggage fee is not charged). For cabin baggage (CBBG) a separate ticket shall be bought and issued.
- 9.7.3 A weight of the cabin baggage shall not exceed an average passenger's weight (80 kg or less) and dimensions of such baggage shall allow its placement in a separate passenger seat.
- 9.7.4 Baggage shall be placed in the window seat and fastened with the seat belt, so as to exclude hindrances when proceeding to the aircraft exits and emergency exits, exclude blocking the aircraft displays (i.e. "No Smoking," "Fasten Seat Belts," or "Exit", etc.) from view, or exclude hampering of the stewards' functions.
- 9.7.5 Cabin baggage shall be booked by the same booking only.
- 9.7.6 The baggage carried in the passenger seat is to be checked-in by the Passenger at the check-in counter. For CBBGs, a separate boarding pass shall be issued, with the seat number specified. It is the Passenger who is responsible for safety and security of such baggage.
- 9.7.7 The baggage shall properly be packed to exclude damage to the aircraft equipment during transportation. The baggage package shall have items allowing its fastening to the seat.
- 9.7.8 The Passenger bears all responsibilities in relation to transfer of the cabin baggage to/from an aircraft, loading/unloading, and placement in the cabin.

9.8 Requirements to Baggage Contents

- 9.8.1 To ensure flight safety, the items and substances listed below shall not be accepted for carriage as checked-in baggage or personal belongings:
- Items that may cause harm to the aircraft, persons or property onboard; animals and birds (except for pets and room birds and task dogs), insects, fishing material, reptiles, rodents, experimental or diseased animals, and items and substances forbidden for air carriage in accordance with applicable laws of the Russian Federation, international treaties or agreements signed by the Russian Federation, and the laws of a country to, from or over which the air carriage is performed;
 - Explosives and items with explosive inserts, as well as explosive tools;
 - Liquefied and compressed gases;
 - Flammable liquids;
 - Flammable solids;
 - Oxidizing substances and organic peroxides;
 - Toxic substances;
 - Radioactive materials;
 - Acrid or corrosive substances;
 - Toxic substances;
 - Firearms, cold steel, or gas weapons (except when stipulated otherwise by the laws)
 - Gas sprays, pepper sprays, etc. with an active agent.
- 9.8.2 Dangerous goods, weapons, explosives, other articles or substances forbidden or limited to carry onboard of aircraft by either crewmembers or passengers are listed in Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc. 9284 ICAO).
- 9.8.3 Items and substances that could be transported by passengers and crewmembers, if the following conditions are complied with:

As the checked-in baggage in the cargo compartments; passenger access to such baggage is excluded during a flight:

- Crossbows, diving rifles, sabres, hatchets, yataghans, broadswords, swords, bayonets, hunting knives: Extendable-blade knives, lock knives, items imitating weapons;

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- Household knives or scissors with the blade length exceeding 60 mm.;
- Drinks with the alcohol contents from 24% (not including) to and not exceeding 70% by volume, in retail containers, no more than 2 liters per passenger for international flights;
- Drinks with the alcohol contents not exceeding 24% by volume;
- Sprays for sports or home use, toilet articles (including sprays), such as hair sprays, perfumes, colognes, and alcohol-containing medicines. The outlet valves shall be protected by caps from unintended discharge, a container volume shall not exceed 0.5 kg or 500 mL, with their total weight not exceeding 2 kg or 2 liters per passenger,
- Medical thermometer containing mercury, in the standard case – one per passenger.

Note. In the case of discovery, during the preflight screening, of any items or substances that could be used for attacking, yet not included into the list of forbidden items onboard, such items or substances shall be packed by the Passenger and carried as the checked-in baggage.

Passenger's personal belongings may include:

- Medical thermometer not containing mercury;
- Mercury blood pressure gauge, in the standard packing, 1 pc. per passenger;
- Mercury barometers and manometers, all packed in special leak-proof containers under the sender's seal;
- Disposable lighters – 1 per passenger; cigarette lighter (small package of safety matches); not more than one unit per passenger; must be carried as "personal belongings"; must not contain unabsorbed liquid fuel (except liquefied gas); if the cigarette lighter is powered by lithium batteries, each battery must comply with the restrictions provided for in paragraphs (a), (b), (g) of section "Lithium batteries" and paragraphs (b), (c) of section "portable electronic Smoking devices powered by batteries";
- Hydrogen peroxide 3% – 100 mL per passenger;
- Non-dangerous liquids, gels, or sprays in containers not exceeding 100 mL in volume (or an equivalent volume in other measurement units), packed in tightly closing and transparent plastic bags of up to 1 L in volume – 1 package per passenger;
- Liquids bought at duty-free shops at an airport or onboard shall be packed in a tight and sealed plastic bag which allows identification of the contents during a flight, with the confirmation of such bag's purchase at an airport or onboard duty-free on the flight date(s).

Note. Liquids in 100+ mL containers shall not be accepted for carriage, even if the container is not full, exceptions:


1. Medicines, special dietary products, baby food, including mother's milk, in the amount necessary for the flight.
2. Medicaments containing narcotic drugs, psychotropic substances and their precursors, in the presence of documents provided for by international treaties of the Russian Federation, including acts constituting the right of the Eurasian economic Union, and (or) the legislation of the Russian Federation, confirming the appointment of these drugs to the passenger, indicating their name and quantity, in the amount required for the flight.
3. Biological materials accompanied by documents provided by the international agreements of the Russian Federation, including the acts making the right of the Eurasian Economic Union, and (or) the legislation of the Russian Federation establishing the order of transportation of biological materials.

9.8.4 Medicines

When carrying a liquid medicine in an amount exceeding 100 mL in the hand luggage, the Passenger shall have at hand the relevant doctor's prescription or excerpt from the medical history, signed by the doctor and Chief Medical Officer and sealed with the hospital seal.

Customs regulations require that any medicine specified in the List of Potent Substances is included into the Customs Declaration, to entitle its crossing the customs border. For a potent substance, the Passenger shall have at hand:

- Medical statement: doctor's prescription, excerpt from the medical history, certified by signatures of the treating doctor, Chief Medical Officer and the hospital seal;

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- The medical statement shall specify the descriptions of the potent substance(s) prescribed, their dosage and treatment interval;
- The number of potent substance(s) shall comply with the dosage and treatment interval specified in the medical statement;
- For certain cases, the Passenger needs to submit the cash receipt to confirm the legal purchase;
- For certain cases, the Passenger needs to submit the certified English translations of the documents listed above.

Passengers are advised to read beforehand the List of Drugs, Psychoactive Substances and Their Precursors Subject to Monitoring in the Russian Federation (approved by the Regulation of the Russian Federation Government dated 30 June 1998 No. 681), as placed at the official website of the Federal Customs Service).

9.8.5 The Carrier may decide on additional measures to ensure aviation security and forbid carriage of the following in the cabin:

- Corkscrews;
- Injection needles (if not reasoned by doctors);
- Knitting needles;
- Scissors with their blade length below 60 mm;
- Extendable (without a lock) knives with the blade length below 60 mm.
- Blood pressure gauges containing mercury
- Barometers or manometers containing mercury.

9.8.6 Items and substances that may be carried as hand luggage upon the Carrier's consent:

- Dry ice for perishables: No more than 2.5 kg per passenger (for international flights with the departure from abroad, in accordance with the technical Instruction for the Safe Transport of Dangerous Goods by Air (ICAO Doc 9284);
- Small containers (up to 5 kg) with gaseous oxygen or air - for medical purposes;
- Mercury barometer or thermometer carried by an employee of a federal meteorological authority. Such barometer or thermometer shall be packed into a resistible outer packing with a durable insert bag made of a leak-proof or puncture-proof material, to prevent mercury leaks regardless of the bag position. The Carrier (the aircraft Captain) shall be informed of such barometer or thermometer.

9.8.7 Passengers are advised not to place into the checked-in baggage any fragile or perishable items, money, jewelry, precious metals, computers, electronic communication devices, bonds, securities, other valuables, commercial papers, passports, identity documents, keys and similar items.

9.8.8 The Passenger shall bear the responsibility for carriage, as checked-in baggage, of items forbidden for carriage or contradicting with the carriage terms and conditions, as established by these Rules.


9.9 Battery powered wheelchairs / mobility aids

9.9.1 Information in this and the following sections is provided in accordance with the requirements of Table 8-1. 'Provisions concerning dangerous goods carried by passengers or crew' of Technical instructions for the safe carriage of dangerous goods by air ICAO Doc 9284, edition 2019-2020 and Table 2.3 A "Requirements for dangerous goods carried by passengers or crew members" (subsection 2.3) of the IATA dangerous goods Regulations (DGR IATA).

9.9.2 The power capacity (watt-hour rating) of a battery is measured in watt-hours (Wh) and is indicated by the manufacturer on the outside face of the battery. The power capacity of a lithium battery can also be calculated by multiplying the battery's nominal voltage (V) by its capacity in ampere-hours (Ah): $Ah \times V = Wh$.

9.9.3 Vehicles powered by batteries shall be carried as checked baggage. The aircraft commander must be informed of the location of the vehicles and / or batteries

9.9.4 Conditions of carriage of battery-operated vehicles:

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a) vehicles must be designed for use by passengers with reduced mobility as a result of disability, deterioration of health or old age, or as a result of a temporary disability (e.g., a broken leg.);

b) the passenger must in advance obtain permission of the Airline and provide information on the type of battery installed and how to handle the vehicle (including instructions on the battery isolation);

Wheelchairs/Mobility Aids with Non-Spillable Wet Batteries

c) when transporting mobility Aids with non spillable wet cell batteries:

(i) each battery shall comply with special provision A67;

(ii) not more than one spare battery per passenger is permitted.

Wheelchairs/Mobility Aids with Lithium Batteries

(d) when transporting vehicles with Lithium-ion batteries:

(i) each battery shall be of a type that meets the requirements of each test as set out in subsection 38.3 of part III of the UN Manual of tests and criteria;

(ii) in cases where the vehicle does not provide adequate battery protection:

- the battery shall be removed in accordance with the manufacturer's instructions;
- watt-hour rating of the battery must not exceed 300 Wh;
- the battery terminals must be protected against short circuit (by isolating the terminals, e.g. by wrapping tape around the open terminals);
- the battery must be protected from damage (e.g. by placing it in a protective pouch);
- the battery must be carried in the passenger cabin;

(iii) only one spare battery with an energy intensity not exceeding 300 Wh or two spare batteries, each with an energy intensity not exceeding 160 Wh, may be transported. Spare batteries must be carried in the passenger cabin.

Note. Lithium-ion batteries are rechargeable batteries where lithium is present in the electrolyte in the ionic form, also in the category of lithium-ion batteries include lithium-polymer batteries.

If the battery is not removed, there is no limit to the Wh rating for the installed battery(ies).

Wheelchairs/Mobility Aids with Spillable Wet Batteries

9.9.5 For the carriage of mobility Aids with spillable batteries:

The battery(s) is removed only when the vehicle cannot be transported in an upright position. The removed battery(s) must be transported in strong, rigid packaging as follows:

(a) packaging kits shall be sealed, impervious to battery fluid and protected from damage by means by securing it to pallets or by by securing it in cargo compartments by means of appropriate security means (other than securing to cargo or baggage), for example, by means of straps, brackets or locks;

(b) the batteries shall be protected against short circuits, secured vertically in these kits and surrounded by a compatible absorbent material sufficient to absorb all liquid contents; and

(c) packages shall be marked "BATTERY, WET, WITH WHEELCHAIR" or "BATTERY, WET, WITH MOBILITY AID", marked with "Corrosive" sign and marked with the vertical orientation of the cargo on the package. Installed and removed spillage batteries should also be equipped with water-tight ventilation plugs where possible.


9.9.6 If a battery-powered vehicle cannot be brought to a safe condition for carriage by air, its carriage is prohibited.

9.10 Battery and a device powered by batteries

9.10.1 Lithium batteries (including portable electronic devices)

Lithium-ion batteries are rechargeable batteries where lithium is present in the electrolyte in the ionic form; also in the category of lithium-ion batteries include lithium-polymer batteries.

Conditions of carriage:

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- a) each battery shall be of a type that meets the requirements of each test as set out in subsection 38.3 of part III of the UN Manual of tests and criteria;
- b) each battery shall have the following parameters:
- lithium content in lithium metal batteries should not exceed 2 g, or
 - power capacity of lithium-ion batteries does not exceed 100 Wh (watt-hours).
- c) if permitted by the Airline, the power capacity of each battery may exceed 100 Wh, but may not exceed 160 Wh for lithium-ion batteries;
- d) if permitted by the Airline, the lithium content in each battery may exceed 2G, but may not exceed 8G in the case of transportation of lithium metal batteries for portable medical electronic devices;
- e) batteries contained in portable electronic devices should be carried hand luggage; however, if they are carried as checked baggage:
- measures shall be taken to prevent their spontaneous activation and to protect the devices from damage;
 - devices must be completely turned off (not in standby or low power mode);
- Note.* All laptops/netbooks and / or other electronic devices of large size and weighing more than 1 kg must be switched off and placed in the passenger's hand luggage during taxiing, take-off, climb, and descent and landing of the aircraft.
- f) in portable electronic devices capable of generating excessive heat that may cause a this equipment is turned on, the batteries and heating elements shall be isolated by removing the heating element, battery or other components from the devices;
- g) Spare batteries, including Power Banks:
- must be carried as hand luggage;
 - must be protected separately in such a way as to prevent short circuits (by placing in the original retail packaging or otherwise isolating the terminals, for example by wrapping tape around the open terminals or placing each battery in a separate plastic bag or protective cover);
- h) baggage is equipped with a lithium(sat) battery(s) must be transported as hand luggage, unless the battery(ies) is not removed(s) from the baggage, then the battery(s) shall be transported in accordance with the point g)
- i) a maximum of two spare batteries may be carried per person in accordance with the points c) or d).

9.10.2 **Non-spillable wet batteries**


It is permitted to transport non-spillable wet batteries both as registered as checked luggage and hand luggage, the permission of the Airline not required.

Conditions of carriage of non-spillable batteries:

- a) batteries shall comply with the requirements of special provision A67;
- b) voltage of each battery shall not exceed 12 V and the power capacity shall not exceed 100 Wh;
- c) each battery must be protected from short circuit by the effective insulation of exposed terminals;
- d) no more than two spare batteries per person allowed for transportation;
- e) if the batteries are placed inside the equipment, the equipment shall either be protected against spontaneous activation or each battery shall be disconnected and its open terminals isolated.

9.10.3 **Portable electronic smoking devices powered by batteries**

Portable electronic Smoking devices powered by batteries include: electronic cigarettes, electronic thin cigars, electronic cigars, electronic tubes, personal vaporizers, electronic nicotine

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supply systems. It is allowed to carry as hand luggage; the Airline's permission is not required for transportation.

Conditions of carriage:

- a) if the devices are powered by lithium batteries, each battery shall comply with the limitations in "Lithium batteries" section, points a), b) and g);
- b) charging of devices and / or batteries on board the aircraft is prohibited;
- c) measures shall be taken to prevent accidental operation of the heating element on board the aircraft.

9.10.4 Gyroscooters or other small mobility devices powered by lithium batteries are accepted for carriage by the Carrier, provided:

- The Carrier's consent is obtained;
- The battery installed onto the mobility device is removable and it's power capacity does not exceed 160 Wh;

A mobility device may be carried as checked baggage, provided the battery is removed.

The lithium battery removed from a mobility device may be carried as hand luggage in accordance with the requirements for spare batteries transportation.

The Carrier shall not accept for carriage any small mobility devices with integrated batteries (not removable).

9.10.5 Any other devices powered by lithium batteries are accepted for carriage, provided their specifications comply with and do not contradict to these Rules.

9.11 Transportation of Weapons, Ammunitions, and Impact Munitions

9.11.1 Weapons, ammunitions, and impact munitions (the "Weapons") shall be carried in accordance with laws and legislation of the Russian Federation, laws of other countries, and international treaties signed by the Russian Federation. Weapons shall be carried with the Carrier's consent only.

9.11.2 If a flight route crosses a state border, the Passengers entitled to store and carry weapons in Russia shall agree such issue with competent authorities of a respective country beforehand, to ensure compliance with applicable laws and regulations and be issued a permission to enter such country with weapons.

9.11.3 When carrying weapons within the Russian Federation, the Passenger shall have at hand the Weapon Storage and Carriage Permit. When weapon is imported to /exported from/ transferred through the Russian Federation, the Passenger shall have the Weapon Import/Export License, as applicable, issued by an authorized body of the Ministry of Internal Affairs.


9.11.4 Passengers carrying weapons shall call for checking-in in at least 1.5 hours prior to the departure.

9.11.5 The rules for entering to /leaving from the Russian Federation with weapons are established by Directive of Russia's Ministry of Internal Affairs dated 28 April 2012 No. 378 "On Approval of the Ministry of Internal Affairs of the Russian Federation Administrative Regulation for Issuing to the Russian Federation Citizen the Permission to Enter into or Leave from the Russian Federation with Civil or Honorary Weapon and Related Ammunition."

9.11.6 Foreign nationals may, as established by Federal Law dated 13 December 1996 No. 150-FZ "On Weapons," enter Russia with the sports or hunting weapons, provided they have the invitation from a legal entity licensed for hunting and the hunting contract with such legal entity or the sports event invitation and the permit from the Ministry of Internal Affairs.

9.11.7 Carriage of weapons by aircraft and procedures at the departure/arrival airport are subject to the Directive of the Federal Air Transport Service and the Ministry of Internal Affairs dated 30 November 1999 No. 120/971 "On Approval of the Guidelines for Carrying, by Civil Aircraft, Weapons, Ammunition and Special Munitions Transferred by Passengers for Flight."

9.11.8 Electric shockers and spark arresters made by domestic manufacturers relate to civil weapons and shall be carried in accordance with the general procedure stated for weapons. When


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carrying shocker(s), the Passenger needs to have at hand its(their) specifications, to enable policemen check compliance with the Russian Federation standards and regulations. Electric shockers and spark arresters made by non-domestic manufacturers shall not be used in Russia and thus their carriage is also forbidden.

- 9.11.9 The weight of ammunition carried by air shall not exceed 5 kg per passenger. Air guns with their muzzle energy exceeding 3J relate to civil weapons and shall be carried in accordance with the general procedure stated for weapons. When carrying air guns with their muzzle energy exceeding 7.5J and caliber exceeding 4.5 mm, the Passenger needs to have the license to carry and store weapons.
- 9.11.10 Ammunition for gas weapons and containers with lachrymatory (irritating) agents are forbidden for carriage. Passengers entitled to store and carry weapons shall transfer them to the Carrier's authorized officer for temporary storage during a flight, such transfer to be made at a departure airport and weapons returned at a destination airport upon the flight completion.
- 9.11.11 Acceptance of weapons from a passenger for temporary storage for the duration of the flight is made out by an act drawn up by an authorized employee of the airport's aviation security service in three copies, which are signed by the passenger-the owner of the weapon and an authorized employee of the airport's aviation security service.
- 9.11.12 The transfer of weapons to the passenger at the destination airport is carried out by an authorized employee of the airport's aviation security service upon presentation by the passenger-owner of the weapon of the third copy of the act, the document certifying his identity, the document for the right to carry and store weapons, and, if necessary, the corresponding permit for its import into the territory of the Russian Federation and export from the Russian Federation.
- 9.11.13 It is allowed to transport military hand-held firearms, ammunition, special equipment for which there are appropriate permits for storage and carrying, without their transfer to the Airline for placement in an isolated compartment of the vehicle for the duration of the flight to employees and (or) military personnel:
- State courier service of the Russian Federation, intergovernmental courier service accompanying correspondence provided for by the Federal law "on Federal courier service" and The agreement on intergovernmental courier service;
 - Of the Federal security service of the Russian Federation, the Federal security service of the Russian Federation, troops of the national guard and Ministry of internal Affairs of the Russian Federation accompanying the state protection, ensure the safety of persons subject to state protection, and other persons on the basis of Federal laws and adopted in accordance with them other normative legal acts of the Russian Federation.

Specified in this subparagraph employees and (or) military personnel must have the appropriate travel certificate with a mark about presence of fighting manual small arms, ammunition, special means and stamped with the image of the State emblem of the Russian Federation, and representatives of intergovernmental courier communication - the appropriate trip certificate with a mark about presence of fighting manual small arms, ammunition, special means and the stamp of the courier service of the state issuing the permit. The travel certificate must also contain a record of the purpose of the trip-accompanying and ensuring state protection (state protection) and security of persons or accompanying correspondence, respectively.

- 9.11.14 Weapons, ammunition, special equipment of military personnel and employees of state paramilitary organizations (except for the persons specified in paragraph above) shall be transferred to the authorized person for temporary storage during the flight at the departure airport and issued to the owners at the end of the flight at the destination airport in a special room of the airport. Weapons, ammunition, special equipment of military personnel and employees of state paramilitary organizations who are in the performance of their official duties and have the appropriate travel order with a mark on the transported weapons, ammunition, special equipment are transported without charge.
- 9.11.15 Through registration of passengers with weapons is prohibited. Transportation of weapons is issued for each section of the flight separately. A passenger traveling with a weapon must receive and re-register the weapon for the next flight at the intermediate airport. All passenger baggage is also processed only to the first destination and then reissued.


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9.11.16 When booking, the passenger must agree with the Airline to transport weapons. Passenger transportation of weapons through an intermediate airport can be agreed by the Airline if there is a minimum connecting time of at least 3 hours.

9.12 Pets (Birds), Guide Dogs and Task Dogs

General

- 9.12.1 Pets (birds) and service dogs can be transported as baggage. Pets (birds) and service dogs can be transported in the cabin of the aircraft with the approval of the Airline.
- 9.12.2 Pets and birds (with the exception of pets (birds) and service dogs), insects, planting stock, reptiles, rodents, experimental and sick animals that may harm the aircraft, persons or property on board are not allowed to be transported as baggage. on board the aircraft, as well as which air transportation as baggage is prohibited by the laws of the Russian Federation, international treaties of the Russian Federation, as well as the laws of the country into, from, or through whose territory.
- 9.12.3 Transportation of pets and birds is carried out accompanied by a capable passenger in a container (cage, carrier) provided by the passenger.
- 9.12.4 Pets (birds), guide dogs, service dogs are accepted for carriage only if the Airline has confirmed their consent. The Passenger shall inform the Carrier or its Agent on the intention to carry a pet (bird) or guide dog or task dog, when booking or purchasing the Ticket, yet in no case later than in 24 hours prior to departure.
- 9.12.5 The Passenger must inform the Airline or its agent about the carriage of Pets(birds), guide dogs, service dogs when booking a carriage or purchasing a passenger ticket, but not later than 24 hours before the flight departure time.
- 9.12.6 Weight room animal (birds), dogs, the weight of the container (cage) and food intended for animal nutrition (poultry) is not included in the normal free baggage allowance and is paid by the passenger as extra baggage the Airline baggage rates regardless of other passenger's items carried as baggage.
- 9.12.7 Pets (birds) and service dogs, except for cases when service dogs are transported in the cabin of an aircraft during air transport, must be placed in a strong container (cage) that provides the necessary convenience during transportation, with air access and a reliable lock. The bottom of the container (cage) must be tight, waterproof and covered with an absorbent material. The container (cage) must prevent spillage of absorbent material. The bird cage must be covered with a dense, light-tight fabric.
- 9.12.8 Animal transported by air must be kept inside a closed container, special carrier bag or cage for the entire duration of its stay on board the aircraft (during the flight, during taxiing, landing/disembarkation, etc.).
- 9.12.9 Pets (birds) are Accepted for carriage provided that the passenger assumes all responsibility for them. The airline is not responsible for injuries, diseases or death of such animals and birds, as well as in case of refusal to import or transport them through any country or territory.
- 9.12.10 Some states have special rules for the import of animals. The passenger can find out in advance the necessary information about the rules for importing animals to the country of destination on the website of the Federal service for veterinary and phytosanitary surveillance.
- 9.12.11 The owner of an animal or bird is responsible for compliance with the legislation of the country to, from or through the territory of which the transport is carried out.
- 9.12.12 At check-in, the passenger must provide all necessary documents stipulated by the legislation of the Russian Federation, international agreements and the legislation of the country to, from or through which the carriage is performed.

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- 9.12.13 For necessary information on the statutory requirements to the importation of animals into the country of destination, the passenger must refer to the official website of the Federal Service for Veterinary and Phytosanitary Supervision <http://fsvps.ru/fsvps/importExport/pets>.
- 9.12.14 When checking-in for a flight, the Passenger shall submit the veterinary doctor's and expert's confirmation that the animal is healthy, vaccinated and is entitled for carriage.
- 9.12.15 An animal which has not been not vaccinated against rabies shall not be transported. A rabies shot must be made at least 20 days before the date of departure/entry if the animal was not vaccinated during the last 12 months.

Note. In some countries, such period may differ; for applicable rules please refer to the consulate department of a specific country when obtaining a visa.


- 9.12.16 If an animal behaves aggressively and poses a threat to life and health of other people or seriously interrupts the onboard passenger servicing, the Carrier shall have the right to deny carriage to such animal.
- 9.12.17 Bird cages shall be covered with durable lightproof textile.
- 9.12.18 It is FORBIDDEN to feed pets (birds), task dogs or guide dogs during the checking-in and flight.
- 9.12.19 Passengers carrying pets (birds), guide dogs, or task dogs shall be seated at the Tourist class only.
- 9.12.20 Passengers accompanied by animals shall not be seated near emergency exits.

9.13 Carriage of Guide dogs, Task dogs, Pets in cabin

- 9.13.1 Guide dogs accompanying passengers deprived of sight are transported in the cabin without a container, as agreed with the Airline. There is no charge for their transportation.
- 9.13.2 For guide dogs and service dogs, in addition to standard documents, the following documents are also required:
- confirming passenger disability; confirming the special training of the guide dog;
 - confirming that the passenger accompanying the service dog is an employee of the cynological service of the federal executive authority; confirming the special training of the service dog.
- 9.13.3 A guide dog, a service dog (subject to transportation in the aircraft cabin with the consent of the Airline) must have a collar and a muzzle and be tied to a chair at the feet of the passenger whom it accompanies.
- 9.13.4 The number of guide dogs carried on an aircraft shall be determined depending on the number of disabled persons and other persons with disabilities on board the aircraft in accordance with the Airline Transportation Rules.
- 9.13.5 The dimensions of the container, special carrying bag or cages of domestic animals (birds) must correspond to the dimensions of the animal (bird) and must not exceed the aspect ratio (height / length / width): 60 * 35 * 20 cm to safely place it under seat in front of a standing chair. Dimensions should allow the animal to stand up to its full height, to turn around itself.
- 9.13.6 The total weight of the container, special carrying bag or cage with a pet (bird) must not exceed 8 kg.
- 9.13.7 During the flight, a container, a special carrying bag or a cage with a pet (bird) in the cabin must be placed under the seat in front of the seat.
- 9.13.8 Transportation of antagonistic pets (cat-dog) on the same row of seats is FORBIDDEN.

9.14 Transportation of pets (birds), service dogs in the baggage hold of the aircraft

- 9.14.1 Domestic animals (birds), service dogs are accepted for transportation as baggage. Transportation is carried out in the baggage and cargo compartment of the aircraft, in which an acceptable temperature is maintained.
- 9.14.2 Domestic animals (birds) and service dogs, when transported by air, must be placed in a strong container (cage), which provides the necessary transportation facilities, with air access and reliable lock (lock). The dimensions of the container (cage) should allow the animal to stand up

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to its full height, to turn around itself. The bottom of the container (cage) must be tight, waterproof and covered with absorbent material. The container (cage) should exclude spillage of absorbent material. The bird cage should be covered with a dense, opaque cloth.


- 9.14.3 No more than two adult animals may be placed in one container (cage), if each weighs less than 14 kg, and they get along together. Larger animals must be transported in separate containers (cages).
- 9.14.4 The weight of the animal, taking into account the weight of the container (cage), shall not exceed 50 kg.
- 9.14.5 The dimensions of the container (cage) shall not exceed the dimensions of the openings of the luggage and cargo compartments.
- 9.14.6 Transportation of live animals due to the lack of a ventilation system in the baggage hold of aircraft of the Embraer 190 type is prohibited!

9.15 Transportation of quarantineable products as baggage

- 9.15.1 Quarantineable products (plants, products of plant origin, packs, packages, soil, or other organisms, items, or materials which may host harmful organisms or facilitate in their dissemination) must be carried in accordance with international treaties signed by the Russian Federation, laws and legislation of the Russian Federation and other countries to, from or over which a carriage is to be performed - all in relation to plant quarantine.
- 9.15.2 Transport of quarantineable products through customs border of the Eurasian Economic Union in the hand baggage of passengers and crew members is allowed, provided that the number of such regulated products does not exceed 5 pounds and it is not a seed (seeds), planting material or potatoes, and also not more than 3 bouquets of flowers (cut flowers put together, buds, leaves, herbs and other parts of plants, without flowers or flower buds, fresh and/or dried, not more than 15 pieces).

9.16 Sports Equipment and Outfit

- 9.16.1 The set of ski equipment shall include:
 - one case with 1 pair of skis, 1 pair of sticks and additional equipment (1 pair of shoes, 1 helmet, glasses and special clothes);
 - one case with 1 pair of shoes.
- 9.16.2 The set of snowboard equipment shall include:
 - one case with 1 snowboard and additional equipment (1 pair of shoes, 1 helmet, glasses and special clothes);
 - one case with 1 pair of shoes.
- 9.16.3 Hockey equipment is one piece of baggage, which may consist of 1 cover with equipment and 1 cover with 2 clubs.
- 9.16.4 A set of golf equipment shall include a set of clubs, balls and shoes packed in one case.
- 9.16.5 A set of fishing equipment shall comprise one piece of baggage which may consist of 2 fishing rods and 1 set of fishing tackle.
- 9.16.6 A set of surfing equipment shall comprise one piece of baggage, which may consist of:
 - not more than 2 surfboards;
 - a set of surfboard fins not exceeding 3 pieces;
 - 1 pair of fastening devices;
 - 1 wet suit;
 - not more than 2 pairs of surf booties;
 - other accessories with a total weight not exceeding 5 kg.
- 9.16.7 A set of diving equipment shall comprise one piece of baggage, which may consist of:
 - 1 buoyancy control device;
 - 1 wet suit;
 - 1 helmet;

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- 1 pair of gloves;
- 1 pair of boots or paddles;
- manometer, regulator (octopus), snorkeling mask and other accessories whose total weight is not more than 5 kg.

9.16.8 Equipment and accessories for skiing, snowboarding, hockey, golfing, fishing, diving, surfing, biking and other sports, except for athletic poles is included into the toll-free baggage allowance.

9.16.9 The appropriate excess baggage fee will be applied where the weight of equipment exceeds the free baggage allowance in terms of baggage pieces or weight established for such flight route.

9.16.10 Bikes are accepted for carriage, provided:

- They are properly packed into the special paper package or film, to exclude movements of the wheel fork;
- The handlebar is fastened to the frame;
- Treadles are dismantled.

9.16.11 Athletic poles are not included into the toll-free baggage allowance and shall be paid for as oversized baggage.

9.16.12 For the period of transportation from December 01 to April 15, in addition to the free checked baggage allowance, one set of ski or snowboard equipment, weighing up to 20 kg, is allowed to be transported on Carrier's flights without payment.

A free extra seat of ski or snowboard equipment is not provided if the passenger has purchased a ticket at the baggage-free tariff.

For more information about the directions and conditions of transportation of ski or snowboard equipment, please visit the official website <https://pegasfly.com>.

9.17 Musical Instruments

9.17.1 Guitars or other instruments in hard cases are carried as checked-in baggage.

9.17.2 Musical instruments in soft cases are carried in the cabin, provided the case's total of three dimensions does not exceed 115 cm (55*40*20 cm).

9.17.3 If the dimensions of a soft case containing a musical instrument exceeds 115 cm (55*40*20 cm) in terms of the sum of three dimensions (cello, etc.), a separate passenger seat shall be booked (please refer to section CBBG). In such case, the passenger shall purchase additional ticket for carrying the musical instrument.

9.18 Baggage Packing

9.18.1 Each piece of the checked-in baggage shall have a serviceable package to maintain the baggage integrity during transportation and handling and to exclude possible damage to passengers, crewmembers, third parties, aircraft, baggage of other passengers, and/or other property.

9.18.2 It is not advised to combine two or more items packed separately into the same piece.


9.18.3 A baggage with sharp angles or sticking items or in an unserviceable package shall not be accepted for carriage.

9.18.4 A baggage with an external damage, which does not influence its contents during transportation and handling and may not cause harm to passengers, crewmembers, third parties, aircraft, baggage of other passengers, and/or other property, may be accepted for transportation as checked-in baggage upon the Carrier's consent, provided the Passenger has confirmed such external damage by signing the reverse side of the baggage tag.

9.18.5 The Carrier has the right to refuse in the checking-in of a certain baggage, if such baggage is not placed into a package ensuring its integrity under normal handling conditions.

9.19 Baggage outbound


9.19.1 The airline is obliged to ensure that passengers are informed about the place of issue of checked baggage at the airport of destination, stop or transfer, as well as the reason and duration of any delay in the delivery of baggage, and to ensure baggage claim to passengers.

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- 9.19.2 The Passenger shall receive his/her checked-in baggage as the Carrier renders it for collection at a destination point, upon submission of a coupon of the numbered baggage tag.
- 9.19.3 Possession of a baggage will be transferred to the Passenger at an airport to which such baggage is recorded for carriage. However, upon the Passenger's request, he/she may collect the baggage at a departure or stopover point, provided it is not forbidden by state authorities, and further provided that time and circumstances allow such collection.
- 9.19.4 If a baggage is to be collected at a departure or intermediary point, all fees paid to the Carrier previously in relation to such baggage may be refunded to the Passenger upon the Carrier's permission.
- 9.19.5 If a person applying for baggage cannot present a tear-off coupon for a baggage tag, the Airline may issue baggage to such a person only if sufficient evidence of their rights to this baggage is presented. Obligatory compilation of an act on the issue of such baggage.

9.20 Baggage Storage, search of the owner and sale

- 9.20.1 Checked-in baggage shall be stored at an airport to which it is delivered under the Air Carriage Contract between the Carrier and the Passenger, toll-free for 2 days, including the baggage arrival date.
- 9.20.2 Further storage shall be arranged by the Carrier or its agent. If the Passenger failed to collect baggage with the term stated herein, the storage costs shall be recovered in accordance with the Russian Federation laws.
- 9.20.3 If the checked-in baggage, with the properly issued and numbered baggage tag, arrived to the destination, transfer or stopover point and is not collected by the Passenger, the Lost and Found staff will arrange searching of such Passenger.
- 9.20.4 If such efforts resulted in finding the baggage owner, the Lost and Found staff shall notify the baggage owner in writing of the baggage stored and of the collection or delivery procedure.
- 9.20.5 Checked-in baggage shall be stored for 6 months after the owner of such baggage was sent the notice or, if such owner has not been found, after the aircraft arrival to the airport. If an owner does not collect the checked-in baggage within the stated term such baggage may be sold or disposed of in accordance with the Russian Federation laws.
- 9.20.6 If the checked-in baggage contains items perishable upon passage of time or due to unfavorable conditions (temperature, humidity or other environmental conditions (the "perishable baggage"), the Carrier may immediately destroy such perishable baggage or part of it.
- 9.20.7 The baggage subject to customs regulations shall be stored and disposed of in accordance with the customs laws and regulations of the Russian Federation.
- 9.20.8 If an undocumented baggage arrives at an airport, the Lost and Found staff shall execute the applicable statement. Undocumented baggage shall be weighted, opened, its contents registered and sealed. To open the undocumented baggage, the Lost and Found staff shall arrange the dedicated committee. The Lost and Found staff shall arrange checking of the stored baggage against searching requests of passengers who did not receive his/her baggage and shall send inquiries to airports of possible delivery. If specifications of a baggage searching request comply with those of the undocumented baggage available, the Lost and Found staff shall arrange its sending in accordance with the request. Undocumented baggage shall be stored until the owner is found.
- 9.20.9 If the checked-in baggage arrives at an airport with the baggage tag specifying an airport/point other than that stated in the Air Carriage Contract, this is called the Mishandled Baggage. The Lost and Found staff shall arrange searching for owner(s) of the mishandled baggage and its storage, until the owner(s) is found.
- 9.20.10 When the Mishandled Baggage arrives at an airport, the Lost and Found staff checks the baggage searching requests received.
- 9.20.11 For baggage searching requests, the Lost and Found staff ensures sending the baggage in accordance with the baggage searching request.

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- 9.20.12 If no baggage searching requests are open, the Lost and Found staff will ensure notifying the airport from which the mishandled baggage was sent, as well as sending the mishandled baggage in accordance with the baggage tag or, if impossible, to the sending airport. If it is not possible to send baggage to the airport according to the number tag, the baggage tracing service staff ensures that baggage is sent to the airport from which the baggage was delivered.
- 9.20.13 Receipt of baggage without registration of its malfunction by an act does not deprive the luggage owner of the right to bring a claim and action against the Airline if it is proved that the persons authorized by the Airline refused to draw up an act.
- 9.20.14 If the Airline has not issued the checked baggage to the passenger at the airport to which it is to be delivered, the baggage is in accordance with the passenger's air carriage agreement, then according to the passenger's written statement drawn up on the basis of the transportation document, the Lost and Found staff shall provide the necessary measures for the search for checked baggage, including:
- send the request to the departure airport of whether such baggage is available;
 - send request to airports to which such baggage could be delivered by error;
 - send the request to the storage airport to deliver the baggage, if found.
- 9.20.15 The Lost and Found staff shall start searching for the baggage immediately upon submission of the Passenger's application on the lost baggage. If the Carrier is not transferred to the Passenger the checked-in baggage subject to the customs control at the baggage destination airport as specified in the Air Carriage Contract, the Carrier shall inform the Passenger of the acts and things to be performed in accordance with the customs laws of the Russian Federation or the country of the baggage destination, in order to ensure the baggage delivery to the point specified by such passenger.
- 9.20.16 If a checked-in baggage has not been found within 21 days from the relevant request submission date, such Passenger will have the right to recover compensation.

9.21 Left or forgotten things

- 9.21.1 Hand luggage or items listed in Article 9.4.7 that passengers left on-board of an aircraft shall be stored at the founding airport for 6 months after the arrival of such aircraft to such airport. Upon expiry of 6 months after the arrival of the founding aircraft to such airport, such hand luggage or personal belongings may be sold or destroyed, as stated by applicable laws of the Russian Federation.


9.22 Baggage malfunctions

In all cases of delay in the delivery of baggage, shortage, damage or loss, as well as in the case of baggage claim without presenting a tear-off coupon for the number of the baggage tag, an act describing transportation malfunctions (PIR) is drawn up, which is certified by the signature of the Lost & Found staff and the passenger until the exit of passenger from the airport. One copy of the act (PIR) is handed to the passenger, the second is sent to the Airline.

9.22.1 Not arrived (Lost baggage)

- 9.22.1.1 Baggage registered at the point of departure, but not arriving at the destination at the same time as the passenger, or on the flight for which it was checked-in, is considered to have not arrived baggage (lost baggage).
- 9.22.1.2 In case of non-collection of checked baggage, a passenger or a person authorized to receive baggage should immediately contact an employee of the Service Organization or a representative of the Airline.
- 9.22.1.3 If the operational search for baggage directly at the airport of arrival did not yield positive results, the Lost and Found staff fills out the act (PIR).
- 9.22.1.4 The Act (PIR) records:

- surname, initials of the passenger;
- passenger ticket number;
- baggage tag number;
- language spoken by the passenger;

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- the full passenger route, from the departure point to the destination point;
- airline codes, flight numbers with which the passenger flew and dates;
- the airport code at which the PIR is issued, airline code, date and time of filling;
- arrival airport, airline information, registration number;
- data on the number of seats and the total weight of baggage presented by the passenger for transportation at the point of departure;
- number of pieces and weight of undelivered baggage;
- color code and type of bag (suitcase), followed by 3 descriptive elements, according to the IATA identifier;
- brand and material of the bag (suitcase);
- a detailed external description of the baggage, including its packaging;
- contents of baggage (up to 4 characteristic categories are indicated, upon detection of which it is possible to establish the owner of the baggage);
- baggage delivery airport;
- permanent / temporary address of the passenger;
- date of filling;
- contact numbers for more information.

9.22.2 Damage of Baggage

9.22.2.1 A malfunction during the carriage of baggage, because of which the product for transportation of things (suitcase, bag, travel bag, etc.) received defects, breakage, damage and cannot be used by the passenger in the future, is considered damage of baggage.

9.22.2.2 Minor defects in baggage (scratches, abrasions, dents, missing or damaged luggage belts, padlocks) that do not affect its further use do not apply to damage of baggage.

9.22.2.3 The decorative cover used on the suitcase is an accessory not intended for the carriage of baggage; its deterioration or absence is not related to damage of the baggage.

9.22.2.4 When a passenger requests damage of baggage, the Lost and Found staff:

- inspects baggage space;
- checks the presence of a note of damage on the baggage tag, or the presence of the limited liability tag - "Limited release";
- weighs baggage;
- Lost and Found staff, fixes in the Act (PIR) the data specified in clause 9.21.1.4, additionally indicates the **nature of the damage, the weight of the product for transporting things, dimensions (width x length x height)**.
- in case of passenger's refusal to provide an empty product for transportation of things for weighing, Lost and Found staff makes an appropriate mark in the Act (PIR).


9.22.2.5 After a visual inspection of baggage, based on the transportation documents provided by the passenger, the Lost and Found staff shall record in the Act (PIR):

- data on baggage weight (at check-in and upon receipt);
- the nature and extent of damage to baggage;
- cost and year of purchase of baggage;
- percentage of baggage depreciation;
- passenger`s contact information.

Attention! If the damaged product intended for transportation of things (suitcase, travel bag, etc.) is to be repaired, the passenger must contact the repair shop and provide a receipt confirming the costs incurred for the repair.

9.22.2.6 If damaged baggage cannot be repaired or the cost of repair exceeds the cost of baggage itself, the passenger can claim in the prescribed manner, attaching to it the conclusion of the repair shop, documents confirming the cost of baggage and the year of purchase.

9.22.2.7 The Airline is entitled to reclaim this damaged baggage.

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9.22.3 Damage of baggage contents

9.22.3.1 When a passenger requests a damage in the contents of baggage, Lost and Found staff:

- inspects luggage;
- checks on the baggage tag the presence of a mark on damage to the baggage or the presence of a limited liability tag - "Limited release";
- weighs baggage;
- offers the passenger to present damaged (spoiled) things.

9.22.3.2 After a visual inspection of baggage, based on the transportation documents provided by the passenger, Lost and Found staff shall record in the Act (PIR):

- data specified in clause 9.21.1.4;
- nature of damage (spoilage) of things;
- if things are spoiled by a liquid or a substance in the baggage, it is indicated by what they are spoiled;
- **encloses a list of the contents.**

Attention! The passenger needs to go to a specialized laundry room and provide a check confirming the expenses incurred for cleaning things. If it is impossible to restore damaged (spoiled) things, the passenger must save them until a decision on the claim is made.

9.22.4 Pilferage of things in the received baggage

9.22.4.1 When a passenger requests that there is a pilferage of things in the received baggage, during baggage issuing, the Lost and Found staff:

- weighs baggage;
- establishes the presence of weighted shortage of baggage;
- checks the appearance of the baggage, the condition of the packaging (if any), the internal condition of the baggage in order to establish the details of what happened: the availability of the locks on the baggage, the ability to access the contents, the mess inside the baggage and more;
- records the data specified in clause 9.21.1.4 in the Act (PIR);
- **enclosed a list of the missing contents and indicates the actual weight of the product for transporting things.**

9.22.4.2 After a visual inspection of baggage, based on the transportation documents provided by the passenger, the Lost and Found staff shall record in the Act (PIR):

- actual weight of baggage received;
- lists the missing items and things, with a detailed description of them (brand, color, manufacturer, etc.).

Attention! It is recommended to inform the local internal affairs bodies about the fact of lack of things in baggage.


9.22.5 Delivery of baggage

9.22.5.1 If the checked baggage is found, the Airline shall notify the owner of the checked baggage and deliver it to the airport (point) indicated by the passenger, and at the request of the passenger to the address indicated by him, without additional charge.

9.22.5.2 Upon arrival of baggage, the Airline shall coordinate with the passenger the details of baggage delivery to the address indicated by the passenger without charging an additional fee.

9.22.5.3 Baggage should be delivered to the owner as soon as possible, however, the priority is the baggage of passengers departing on a cruise or on a tour, passengers who need the contents of baggage to participate in negotiations or important events; wheelchairs, etc.

9.22.5.4 If it is not possible to provide the service for the delivery of the baggage sent to the specified address, the passenger is invited to come to the airport to receive baggage, and the passenger has the right to submit a claim to the Airline for the refund of funds spent on this trip.

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10 CARRIER'S AND PASSENGER'S RESPONSIBILITIES

10.1 General Provisions

- 10.1.1 Passengers arriving to or departing from the Russian Federation, or using a transit/transfer flight with a landing within the Russian Federation, as well as their baggage being imported to or exported from the Russian Federation - all are subject to the immigration, customs, and other rules and regulations in accordance with laws of the Russian Federation.
- 10.1.2 The Passengers shall comply with laws and regulations of competent authorities of all countries to, from or over which an air carriage of passengers and baggage is performed; such laws and regulations establishing the security, customs, hygienic, immigration, veterinary, phytosanitary, currency turnover, or other requirements.
- 10.1.3 When passing the borderline, customs, hygienic, veterinary, phytosanitary, or other controls, the Passengers shall comply with requirements of competent governmental authorities.
- 10.1.4 At borderline points, the Passengers shall submit their immigration/emigration, medical, and other documents required by competent authorities of all countries to, from or over which an air carriage of passengers and baggage is performed.
- 10.1.5 It is the Passenger's responsibility to comply with requirements of state authorities in relation to international air carriage of passengers and baggage, while the Carrier shall not bear any responsibility in relation thereto.
- 10.1.6 The Carrier shall not bear any responsibility for availability, accuracy, and correctness of documents to be submitted in relation to air carriage of passengers and baggage, if issued by competent state authorities.
- 10.1.7 The Carrier has the right to refuse in air carriage of passengers and baggage, if the Passenger submitted such documents incompletely or incorrectly.
- 10.1.8 The Carrier shall not bear any responsibility to the Passenger for costs incurred by the latter as a result of non-compliance with requirements of state authorities in relation to air carriage of passengers or baggage.
- 10.1.9 The Carrier shall not bear any responsibilities for the Passenger's being late for a flight due to delays in passing the borderline, customs, hygienic, veterinary, phytosanitary, or other controls.
- 10.1.10 The Carrier shall be responsible to the Passenger in accordance with the Russian Federation laws, international treaties or agreements signed by the Russian Federation, and the Air Carriage Contract in relation to such Passenger.
- For breaches of the customs, currency, hygienic, quarantine, or other applicable regulations, the Carrier and Passenger shall be responsible in accordance with the Russian Federation laws.
- 10.1.11 Each Party of the Air Carriage Contract shall prove circumstances used as a basis for claim/lawsuit, if any.

10.2 Carrier's Civil Liability to Passengers

- 10.2.1 An insurance sum per each Passenger under a life and health policy shall at least be equal to that established by the applicable Federal Law in effect as of the date of the Ticket purchase.
- 10.2.2 An insurance sum for checked-in baggage shall at least be equal to that established by the applicable Federal Law, per 1 kg of the baggage weight.
- 10.2.3 An insurance sum for hand luggage shall at least be equal to that established by the applicable Federal Law.
- 10.2.4 For international flights, limits of the Carrier's liability to Passengers, including the liability for loss of, shortage of, or damage to a baggage or hand luggage shall at least be equal to that established by international treaties signed by the Russian Federation or laws of the applicable country.
- 10.2.5 For mandatory personal insurance of passengers, the insurance proceeds shall be paid in the case of an accident, regardless of any other payments to insured persons or their heirs, established in connection with the same accident by the Russian Federation laws.

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10.2.6 The Carrier shall execute the Accident Statement for each accident that happened during air carriage with an insured Passenger, the first copy of such Accident Statement to be delivered to the insured person or his/her representative or heir(s). The Carrier also shall, upon the insurer's written request, send to such insurer a copy of such Accident Statement within 20 days after receipt of such request.

10.3 Carrier's Liability for Passenger's Loss of Life or Damage to Health

10.3.1 For the Passenger's loss of life or damage to health, the Carrier's liability is established by either the Russian Federation laws in the case of a domestic flight (if a higher liability limit is not stipulated in the Air Carriage Contract) or by international treaties signed by the Russian Federation in the case of an international flight.

10.3.2 The air transport (carriage) of a passenger shall include the period while the passenger is onboard the aircraft as well as passenger boarding and disembarking periods. The duration of the passenger boarding and disembarking periods shall be calculated in such manner as set by the federal executive authority responsible for developing public policies and regulations pertaining to civil aviation.

10.4 Carrier's Liability for Loss of, Shortage of, or Damage to Baggage, or Hand Luggage

10.4.1 The Carrier shall be liable for loss of, shortage of, or damage to a checked-in baggage upon their acceptance for a flight and until their collection by the Passenger or other individual or legal entity in accordance with a stated procedure, unless proven that the Carrier has applied all reasonable efforts to prevent such loss, shortage, or damage or such efforts were impossible to apply.

10.4.2 The Carrier shall be liable for safety and integrity of hand luggage, if not proven that the loss of, shortage of or damage to such hand luggage resulted from any circumstances beyond the foresight and control of the Carrier or from the Passenger's deliberate intent.

10.4.3 The Carrier's liability limits for loss of, shortage of, or damage to baggage or hand luggage are as follows:

- For loss of, shortage of, or damage to declared-value baggage– up to the declared value. For air transport of declared-value baggage, its Passenger shall pay the fee in accordance with the Air Carriage Contract in relation to such baggage;

Domestic flights:

- For loss of, shortage of, or damage to baggage accepted for carriage without the declared value – the market value, yet not exceeding RUB 600 per kg;
- For loss of, shortage of, or damage to hand luggage – the market value or, if impossible to determine – up to RUB 11,000.

International flights:

- for a loss, shortage of or damage to baggage or carry-on items during international flights, the carrier shall be liable in accordance with international treaties to which the Russian Federation is a party.


10.4.4 Market values of baggage and hand luggage shall be determined on the basis of the price specified in the seller's invoice or contract or, if absent, on the basis of the average market price for similar goods at an intended place of such baggage collection, as of the date when such claim is satisfied voluntarily or awarded by a competent court.

10.4.5 Grounds for holding the carrier liable for a loss, shortage of or damage to baggage or carry-on items during international flights shall be established in accordance with international treaties to which the Russian Federation is a party.

10.4.6 In the case of loss of, or damage to the Passenger's vehicle (including wheel-chairs) for the disabled or low-mobility persons, the Carrier's liability is limited by the price of such vehicle.

10.5 Liability for Flight Delays or Delayed Baggage

10.5.1 For flight delay or delayed baggage to a destination point within the Russian Federation, the Carrier shall pay the fine amounting to 25 percent of the Minimum Wage as stated by the federal laws, per each hour of delay, yet not exceeding 50 percent of the applicable fare, unless proven

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that such delay resulted from a force-majeure circumstance or repair of the aircraft failure that threatened life or health of its passengers or other circumstances beyond the Carrier's control.

- 10.5.2 For flight delay or delayed baggage to a destination point outside of the Russian Federation, the Carrier shall be liable in accordance with international treaties and conventions signed by the Russian Federation and ICAO regulations.

10.6 Passenger's Liability

- 10.6.1 The Passenger is liable to the Carrier in the cases specified by these Rules, the Carrier's Fare Regulation and/or Air Carriage Contract, up to the amounts specified in the applicable Fare Regulation and/or actual damage incurred by the Carrier (as determined by Article 15 of the Russian Federation Civil Code) as a result of the Passenger's acts/omissions performed either deliberately or out of gross negligence.

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11 PROCEDURE FOR CLAIMS AND SUITS

11.1 General Provisions

- 11.1.1 Upon request of the Passenger and submission of carriage documents, the Carrier or authorized staff of the handling company shall issue the Commercial Statement/ PIR.
- 11.1.2 The Commercial Statement /PIR confirms circumstances that may give rise of the Carrier's liability.
- 11.1.3 Such Commercial Statement shall be executed during collection of the checked-in baggage, if:
- There is shortage
 - discovery of a baggage not covered by traffic documents or traffic documents without baggage.
- 11.1.4 The Commercial Statement is a legal document suitable for submission of a claim to the Carrier or a suit to a court.
- 11.1.5 The Statement serves to:
- Initiate searching of the baggage and its owner
 - Initiate investigation of causes and responsible persons in relation to loss of, shortage of, or damage to the baggage
 - Satisfy or decline claims of the Passengers.
- 11.1.6 In the case of a breach of the Air Carriage Contract in relation to a Passenger, the Carrier is submitted an application or claim.
- 11.1.7 The fact that there is no commercial statement (PIR) shall not deprive the passenger of the right to file a claim or a lawsuit.

11.2 Eligibility to Claim Under Air Carriage Contract


- 11.2.1 For breaches of the Air Carriage Contract in relation to the Passenger, the following persons have the right to claim and/or suit:
- Loss of, shortage of, damage to, or delay of the checked-in baggage – such Passenger or his/her attorney (upon submission of the power-of-attorney issued by such Passenger and a copy of the Passenger's domestic passport or birth certificate – for minors) upon submission of the baggage receipt or Commercial Statement;
 - When the Carrier terminated the Air Carriage Contract in relation to a Passenger – such Passenger.

11.3 Period of limitation for filing complaints against LLC "Aircompany "Ikar" in connection with domestic flights

- 11.3.1 A complaint against LLC "Aircompany "Ikar" in connection with domestic flights made within the Russian Federation may be filed within six months.

11.4 Peculiarities of filing a complaint against LLC "Aircompany "Ikar" in connection with international flights

- 11.4.1 In case of a shortage in or damage to (deterioration of) baggage during international flights, a person authorized to receive such baggage must, upon discovering such shortage or damage (deterioration), file a complaint against LLC "Aircompany "Ikar" in writing or in the form of an electronic document signed within digital signature after discovering such shortage or damage (deterioration), but not later than seven days after the date on which the baggage is received.
- 11.4.2 In case of a delay in the delivery of a baggage, a complaint must be made against LLC "Aircompany "Ikar" within twenty one days after the date on which the baggage was delivered to the person entitled to receive it.
- 11.4.3 If the fact that a baggage has been lost during an international flight is admitted by LLC "Aircompany "Ikar" or if the baggage does not arrive within twenty one days after the date on which it was due to arrive, the passenger may file a complaint against LLC "Aircompany "Ikar" for the compensation of damage incurred due to the loss of the baggage.

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11.4.4 A baggage shall be deemed to be lost if it is not found despite searching efforts within 21 days after the date following the day on which it had to be delivered in the point of destination.

11.4.5 A liability claim must be filed, on pains of losing the right to claim, within two years after arriving to the point of destination or after the date on which the aircraft ought to arrive or after the stoppage of the carriage. The manner of calculating such period shall be determined the court with which the relevant claim is filed.

11.5 Claim Procedure for Checked-in Baggage

11.5.1 LLC "Aircompany "Ikar" may accept a claim for consideration after the expiration of the filing period if it finds that the failure to timely file it is justified.

11.5.2 Liabilities in relation to air carriage are established by the Russian Federation Air Code, Claim Committee Regulation of the Carrier, and these Rules. Claims to be accepted by the Carrier shall be in writing, executed as application/claim, and describe all relevant details.

11.5.3 A claim shall contain as follows:

- The Carrier's name
- Name and address of an entity or person submitting the claim
- Circumstances grounding the claim and claim nature
- Calculation of the compensation, with confirmations attached (receipts, invoices, etc.)
- List of attachments.

11.5.4 A claim shall be supported by:

- Originals or certified copies of documents to confirm entering into the Air Carriage Contract and the claimant's eligibility for the claim
- The Commercial Statement/PIR issued by the Carrier or its agent, with the baggage shortage or damage and the weight of the empty suitcase specified
- Confirmations of the damages caused by loss of, shortage of, or damage to baggage.

11.5.5 If a claim is submitted without the supporting documents listed above, the Carrier will request their submission within stated terms, and upon expiry of such term, the claim will be reviewed with all available attachments, if any.

11.5.6 The Carrier's Claim Committee handles claims and makes related decisions.

11.5.7 The Claim Committee's decisions shall be approved by General Director of the Carrier or his/her deputy.

11.5.8 The Claim Committee reviews claims on the basis of data available, in accordance with rules and guidelines of Russian civil aviation and international practices and Russian Federation laws, and in consideration of factual details.

11.5.9 The absence of the Commercial Statement does not deprive the passenger of his/her/its right to claim, if proven that the Carrier's or airport's authorized officer refused to execute the Commercial Statement.


11.5.10 Claims and suites shall be submitted for each carriage document separately. In case of a failure to file a written application and/or claim within the periods referred to above, no claim may be lodged against LLC "Aircompany "Ikar".

11.5.11 If a claim is rejected, the claimant will be returned all attachments thereto.

11.5.12 If a claim is satisfied in part, the claimant will be returned only documents that do not relate to the satisfied part of the claim.


11.5.13 LLC "Aircompany "Ikar" shall, within thirty days after the date on which a complaint is filed, consider it and notify the person who filed the complaint, in writing or with an electronic document signed with digital signature, whether the complaint has been satisfied or rejected.

11.5.14 If a claim is rejected in whole or in part, or the Carrier is not responded within a stated term, the Passenger will be entitled to suit the Carrier in accordance with the procedures stated by civil laws of the Russian Federation and international treaties signed by the Russian Federation.


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11.6 The limitation period for claims relating to loss, shortage of or damage to (deterioration of) baggage

11.6.1 The limitation period for claims relating to loss, shortage of or damage to (deterioration of) baggage or delayed deliveries, shall commence on the date on which the aircraft transporting the baggage was to arrive in the point of destination in accordance with the relevant passenger air transport (carriage) contract.

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APPENDIX A. PREVENTIVE MEASURES AND RESTRICTIONS ON A PHASED EXIT FROM THE REGIME OF ANTI-EPIDEMIC RESTRICTIONS

1 GENERAL PROVISIONS

As part of the implementation of the Methodological guidelines developed by the Federal Air Transport Agency for phasing out of the regime of anti-epidemiological restrictions introduced in the framework of the fight against the spread of new coronavirus infection during the restoration of passenger air travel in civil aviation (<https://www.mintrans.ru/file/447023>), the Airline has additional rules for air transportation of passengers.

2 PREVENTIVE ACTIVITIES AND LIMITATIONS

2.1 Before arriving at the airport, a passenger must:

- on the sites of airports of departure and arrival, familiarize themselves with the sanitary safety regimes operating in them, as well as with the rules of entry into the region of arrival
- make sure of good health and normal body temperature (not higher than 37°C);
- prepare a sufficient amount of protective equipment (masks, gloves) based on the rules for their use (using protective masks for no more than three hours) throughout the entire route to the destination, including movement to the airport, waiting for check-in, baggage claim, waiting and boarding board, staying on board, disembarkation at the airport of arrival, baggage claim, movement to the destination (it is recommended to have at least 10 sets with you).

2.1.1 In order to avoid being in the queues upon arrival at the airport, the Airline recommends checking in for the flight on the Airline's website.

2.2 At the airport of departure

2.2.1 At the airport of departure, passengers must comply with the requirements of the airport's sanitary regime, including being in a protective mask and gloves, maintaining the social distance in the check-in queue. Persons who do not fulfill these requirements may not be allowed to check in for the flight.

2.2.2. During the landing control procedure, non-contact passenger thermometry is carried out. Passengers with an increased body temperature of more than 37 ° C may not be allowed to board.

2.2.3 Before boarding, passengers must handle their gloved hands with an antiseptic or a disinfectant wipe.

2.2.4 Passengers boarding the aircraft shall be subject to social distance measures, taking into account the infrastructure capabilities of the airport.

2.2.5 Passengers are allowed to board the aircraft in protective masks and gloves.

Attention! If these rules are not followed, the passenger may be denied transportation.

2.3 On board an aircraft


2.3.1 Passengers need to remove their outer clothing and place it on the shelf for hand luggage. It is not allowed to take outer clothing from the hand luggage shelf without unnecessary necessity and inform the cabin attendant.

2.3.2 Passengers must wear a protective mask and gloves. It is necessary to replace the protective masks every three hours. Used masks, gloves, antiseptic wipes are transferred for disposal to flight attendants.

2.3.3 The movement of passengers through the cabin is limited throughout the flight, with the exception of visits to the sanitary-hygienic block (toilet rooms). Fasten your seatbelt mode throughout your flight.

2.3.4 The queue to the sanitary-hygienic block (toilet room) must be ensured in compliance with the social distance and the "fasten seat belts" mode. The passenger is required to comply with the requirements of the flight attendant to comply with these rules.

2.3.5 Meals, including children's, drinks brought by passengers on board the aircraft should only be in sealed packaging (not opened).

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2.3.6 Upon arrival of the aircraft at the airport of arrival, passengers are prohibited from getting up and removing hand luggage from the luggage rack without obtaining permission from the flight attendant.

2.3.7 Departure of passengers from an aircraft is carried out at the invitation of the order of priority determined by the flight attendant in compliance with social distance. The passenger must follow the instructions of the flight attendant.

2.3.8 When disembarking from an aircraft, passengers must wear protective masks and gloves, observe the rules of social distance when on a telescopic, self-propelled ladder and when boarding a bus for delivery to the terminal.

2.4 At the airport of arrival

2.4.1 Passengers must comply with the requirements of the airport restrictions regime, including: passengers in protective masks and gloves, and maintaining the social distance in queues.

3 STAGES OF APPLICATION OF THE RULES AND LIMITATIONS OF PREVENTIVE ACTIVITIES

3.1.1 The rules for applying restrictions on preventive measures at different airports may vary depending on the success of preventing the spread of COVID-19 in the region of departure / arrival airport. Based on this, passengers are advised to familiarize themselves with the current restrictions at the departure / arrival airports in advance.

3.1.2 In order to comply with the prevention and prevention of the risks of transferring COVID-19, as well as to ensure the safety of the health of its passengers, the Airline can comply with the most stringent requirements in force in the regions and airports of the transportation route sections.

3.1.3 The general rules and restrictions for the steps to exit the anti-epidemic regime introduced in the fight against the proliferation of COVID-19 are in Table A-1 below.

Table A-1. Steps for applying rules and restrictions

Stages	Applying rules
First stage	The rules of all chapters of Appendix A to this Regulation apply.
Second stage	The rules of all chapters of Appendix A to these Rules apply, except for the “fasten seatbelts” mode in horizontal flight in the absence of turbulence and other adverse flight conditions.
Third stage	When a passenger with an elevated temperature and symptoms of an infectious disease is detected on board, passengers observe the regime of wearing protective masks and gloves throughout the flight, the remaining restrictions are lifted.

FAMILIARIZATION SHEET

Familiarized with the document:

№	Name	date	signature
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