



Общество с ограниченной ответственностью
«Авиакомпания «Икар»

MEMO TO A PASSENGER

Dear Passenger!

In order to improve the quality of services and convenience of passengers, LLC "IKAR" informs you of the procedure for processing claims and appeals provided by the Airline.

Claims / appeals from passengers can be sent to the airline:

- to the postal address: 660020, Krasnoyarsk, ul. Zhelyabova, 6 building 2,

- by e-mail: info@pegasfly.com or info@ikar.aero, with mandatory sending the originals of evidential documents by regular mail,

ATTENTION! *Claims / appeals of passengers made by phone or orally are not accepted and not processed.*

Appeal – proposal, statement or claim sent in writing or in the form of an electronic document, that does not have requirements of material nature.

Written appeal must contain:

- company name of the airline,
- essence of the appeal,

and must be signed by hand with the indication of the surname, first name and patronymic, postal address or e-mail address, telephone number and date.

Claim – a written request addressed to the airline for compensation of damages, remedy of breach of obligations under the contract of air carriage.

The document provides for the settlement of a legal dispute at the pre-trial stage.

Includes requirements of material nature.

A written claim must contain:

- company name of the airline;
- surname, first name and patronymic, postal address or e-mail address of the applicant;
- the circumstances on which the claim requirements are based (with the indication of evidence supporting them);
- the applicant's requirements (with the amount of the claim and its reasonable calculation);
- a reference to the relevant rule of law and the contractual provision.
- document dates;
- personal signature;
- a list of documents attached to the claim and other evidence.

In cases of need, copies of documents confirming the right to claim (see Article 125 of the RF Air Code), documents supporting facts referred to by the applicant in his claim must be attached to the claim.



Additionally, the applicant's telephone number and/or e-mail address can be indicated for feedback.

Kindly note that a baggage claim to the carrier can be filed within 6 months for domestic air carriage, and within 7 days for international air carriage (see Articles 126, 127 of the RF Air Code).

ATTENTION! Appeals / claims that do not contain information such as surname, name and patronymic, addresses for sending a response, are deemed anonymous and not subject to review. In case the appeal / claim contains obscene or offensive language, threats to life and health, threats to the property of the airline, its employees and their family members, the appeal / claim is not subject to review and no reply is sent to the applicant.

Processing a claim with a requirement of material nature, received in electronic form in poor quality, is not expected until the original of the written application with the necessary supporting documents.

Processed and settled claims received in electronic form are not payable until the receipt of certified copies and originals of claims.

When a claim is received, the airline can send a response to the passenger in the same format as the claim.

Yours faithfully,

General Director of LLC "IKAR"

P.K. Soloviev