

"Approved"

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AZUR AIR ORGANIZATIONAL DOCUMENTS

Company standard 'STP 05'

RULES OF CARRIAGE FOR PASSENGERS AND BAGGAGE

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RULES OF CARRIAGE FOR PASSENGERS AND BAGGAGE

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Article 1. General Provisions

Purpose and sphere

These Rules of carriage of passengers and baggage by flights of the AZUR air - llc (further Rule) are intended for establishment of rules and conditions of air transportation of passengers, a passenger's things, things arising with a passenger and hand baggage being transported on an aircraft's board on basis of a contract of air transport of a passenger (further baggage), rights, and responsibilities of a carrier, other persons participating in organization and provision of air transports, as well as of passengers being included.

These rules are an integral part of the air transportation of passengers and baggage agreement.

These Rules are applicable in implementation of internal and international passenger and luggage (further transportation) carried out under its own flag by the AZUR air - llc (further Airline) as a carrier, flights by the timetable of traffic of aircraft, and flights under the contract of charter of an aircraft (further charter flights).

Rules apply when performing domestic and international carriage of passengers, baggage under own flag Airlines as the carrier, as well as when servicing these transport within the territory of the Russian Federation. The regulations (Rules) prescribe the duties, rights and responsibilities, airlines, other legal persons involved in the Organization of carriage, as well as citizens enjoying the services of the airlines and are binding on them.

International carriage of passengers and baggage this Regulation applies if they do not contradict the international agreements of the Russian Federation on air traffic, as well as laws, regulations, rules and regulations of public bodies of the country, on the territory of, from or through the territory of which such carriage.

At the conclusion of the contract of carriage of passengers, baggage rules, fees and charges that apply on the date of registration of the document.

When providing services at the airport of departure of the carriage of passengers, baggage rules, fees and charges that apply on the date of execution of this transport.

Transportation of employees of the airline, other categories of service passengers are regulated by these regulations and the relevant provisions of the operations manual Airline.

Carriage of passengers and baggage, performed by carriers from different transport types on a single document (live/mixed traffic) with the participation of air transport is governed by special agreements between the parties concerned.

The questions relating to application of these Rules and other normative documents of an aircraft company published for development of these Rules, arising with passengers and their luggage during registration of sale of transports, in implementation of procedures of registration of transport documents, since planting, and bedding out (loading and unloading) must be resolved by officials of the Airline or its authorized Agents. An authorized agent of the Airline, a person or an organization carrying out on behalf of a carrier a booking, sale, and registration of transports on transport documents.

In the offices of the airline (or authorized agents) in airports and on board aircraft, there are books of comments and suggestions. The book of comments and suggestions is given by the first request of the persons wishing to make an entry in it. Comments and proposals considered by the management of the Airline, and taken note of, and if there are grounds to prosecute the

airline staff, guidance Airlines official investigation conducted, followed by the adoption of measures to convicted persons. An answer about the taken measures is being directed to the applicant in established order.

These Rules, instructions, and other Airline documents regulating aircraft operations can be changed on the initiative of the authorities or management of an Airline enterprise without a notice of passengers under a condition that such a change is not applied after the beginning of carriage.

Serving (handling) organizations, representatives, employees, authorized agents of Airline are required to adhere to these regulations and are not entitled to distort or modify their provisions.

Airline representative offices

Representation is a separate division Airlines, located outside of its location, established in accordance with Article 55 of the Civil Law of the Russian Federation, as well as certain legal and physical persons, individuals, acting based on contracts of civil legal nature and powers of attorney.

The actions of representatives of the Airline are based on these Rules of their additions published in addition to these Rules as well.

Article 2. Glossary

AIRLINE (CARRIER)	Under these rules, the airline is AZUR air - LLC with location at 115114 Moscow, the 1st Kozhevnikhesky pereulok, house 6, bldg. 1.
AIRPORT HUB	the airport has a large number of departing and arriving flights and a high percentage of connecting flights, where coordinated schedule departing and arriving flights
BAGGAGE	passenger Airline carried things on the basis of the contract of carriage
REGISTERED LUGGAGE	the luggage of the passenger, which is accepted by the carrier for carriage under his responsibility and that he issued the Passenger baggage check and baggage tag
BAGGAGE TAG	A document issued by the Airline solely for an identification of registered luggage (recognition)
THE LUGGAGE RECEIPT THE BAGGAGE LIST	A part of a ticket confirming acceptance to transport of a document, certifying acceptance and return of registered luggage to the persons who are bearing
BAGGAGE FAULTY	baggage is damaged by air carriage or as a result of service, carried out by Airline and/or Authorized By an agent Airlines
BAGGAGE CHARGE (EXCESS)	Part of luggage, which exceeds the Airline free baggage allowance, or require a mandatory payment irrespective of the rules
FLIGHT SAFETY	a property aviation transport system namely its ability to carry without danger to human life and health
TICKET (THE PASSENGER TICKET AND THE LUGGAGE RECEIPT)	waybill (both in hard copy and electronic), confirming the conclusion of the contract of carriage of the Airline or the right to charter transportation to the destination and back, or on a different route, as well as air transportation of passengers and their luggage conditions
BOOKING	consolidation in the aircraft passenger seats and capacity for the carriage of passengers, baggage, cargo on a specific flight and date
AIR CARRIAGE	Transportation of passengers and luggage on aircraft of the Airline on basis and in accordance with terms and conditions of a carriage contract
DOMESTIC CARRIAGE	carriage, where the place of departure, place of destination and all items of intermediate landings are located on the territory of the Russian Federation

REFOUND AMMOUNTS	Payment of the Passenger or the person paying the tariff, part or all of the cost of transportation or services which were previously paid for them, but are not used properly way
CONTRACT OF CARRIAGE	agreement under which the airline undertakes to transport passenger at the destination with granting him a place on the aircraft make flights indicated in the ticket, and in the case of air transport of passenger luggage and the luggage delivered to the destination and give to the passenger or the person authorized to receive baggage face
CHARTER (CHARTERER)	CONTRACT agreement under which one party (charterer) undertakes to provide the other party (the charterer) for the implementation of one or more flights, one or more aircraft or aircraft part for the air transportation of passengers, baggage, cargo or mail
PREFLIGHT INSPECTION	check carry-on baggage, baggage and passengers (private screening) of aircraft, aircraft crew, maintenance personnel, aircraft stores for the detection of substances and items prohibited for carriage (explosive, flammable, radioactive, toxic substances, weapons, ammunition, drugs and so forth.) on air transport under the terms of aviation security
TRANSIT AREA	area at the international airport, specially allocated for a stay of transit and transfer passengers, and under the control of the competent authorities and airport services
RECEIPT baggage	document certifying the payment of transportation of baggage in excess of the free baggage allowance set for the appropriate class of service indicated on the appropriate coupon of the ticket, or items the carriage of which is subject to compulsory payment
COMMERCIAL ACT	document issued by the Airline in the presence of the Recipient upon detection of damage caused to baggage in transit, as well as the non-arrival of luggage
A convention (Warsaw Convention for the Unification of Some Rules Relating to the International Traffic by Air of 1929)	Interstate agreement, regulating International traffic by air. The Convention shall be regulated by the content and procedure for the application of shipping documents. The Convention defines the extent of carrier's liability for damage caused to life and health of passengers, destruction, loss, damage of baggage on international flights, as well as the amount and order of compensation for damages for the delay in delivery of the carriage by air
The Hague Protocol (1955 Protocol on amendments to the Convention for a unification of some rules relating to international traffic by air)	Document amending the Warsaw Convention. Amendments made to the wording of certain articles and articles on measures and limits the carrier's liability toward the passenger. The protocol specifies terms of complaint making

LICENSE		permit issued by the licensing state authorized body of the company or individual entrepreneur, to carry out on a commercial basis (for remuneration or hire) transport of passengers and cargo, airport, and other activities related to the handling, passengers and freight in airports and aviation services to the needs of enterprises and population
MARKING		text, symbols and pictures on the packaging and (or) products
INTERNATIONAL CERTIFICATE	VETERINARY	A document issued by a border veterinary control station at the airport in an exchange for a veterinary certificate (form 1 containing information about inoculations, state of health of an animal, and a successful sanitary-epidemiological situation in the region of residence) and permit from the club of dog breeding (club of cat lovers) for removal of an animal
INTERNATIONAL CARRIAGE OF PASSENGERS AND BAGGAGE		international carriage by air transport, where the place of departure and destination are located: - respectively, in the territories of the two states; - On the territory of one state, if it is provided item (s) landing on the territory of another State
INTERNATIONAL FALLING UNDER EFFECT OF THE WARSAW CONVENTION	TRAFFIC	carriage in which the place of departure and destination, regardless of whether or not there is a break in the carriage, located either on the territory of the two signatories to the Convention, or in the territory of the same signatory State, if the stop is provided on the territory of another State, not even a party to that Convention
INTERNATIONAL FALLING UNDER EFFECT OF THE WARSAW CONVENTION	TRAFFIC	carriage, where the place of departure and destination regardless of whether or not there is a break in the carriage, placed either within the territories of two States subscribing to the Hague Protocol, either on the territory of the same State, the signatory to the Hague Protocol, if stopping is provided on the territory of another State, not even a party to the Hague Protocol. Without such transportation stops between two points located on the territory of one and the same country, shall not be considered as an international
FAULTY OF CARRIAGE		Any violation of the established order of air transport works (misdirection of baggage, cargo, shortage by weight or number of pieces, damage, loss, separation documents, improper registration of transportation documents), which resulted in or could lead to harmful effects
HANDLING COMPANY		Organization conducting airport or other activities in providing services of passengers, baggage, of cargo based on the provided legislation of the Russian Federation. the certificate of conformity or the law of the country place locations of an airport

MCO	It is used for paying of services delivered by an agency to the Passenger, registration of duty for an untimely refusal to fly, registrations of cash paying of more tariff at promotion of a class of service, as well as for payments of additional services not belonging to a list of those free delivered (with an exception of paying of excess baggage)
MCO - Miscellaneous Charges Order	
STOPOVER	the intermediate point of the route, in advance agreed with Airline and included in the tariff, which suspends passenger transportation
STOP-OVER	
RESPONSIBILITY	the airline's obligation to compensate the damage (damage),
CARRIER	caused them to carriage by air of passengers and baggage
PASSENGER	Private person, who concluded the agreement of being transferred by plane, or who is the topic of charter agreement.
Transit passenger	person, who according to charter agreement arrived to the airport of transit landing and is carried further by the same flight (flight numbers of arriving and departure flights are equal)
Transfer passenger	person, who according to agreement is carried to transfer airport (stop-over), and then is carried by another flight or another carrier (flight numbers of arriving and departure flights differ)
The passenger coupon	part of the ticket confirming carriage
Coupon "for passenger"	Written agreement of the carrier who filled carrying and payment documents or carrier who is mentioned in appropriate flight coupon of carrying document or exchange coupon of payment document to fulfill the carriage by another carrier or to ex-change initially issued carrying or payment document
The passenger coupon Endorsement	
Period of baggage carriage	Period from luggage acceptance to carriage to delivery to the recipient or safe storage
Period of passenger carriage	Period from a moment when passenger's approved with permission of authorized persons to the "AZUR-air" LLC for air transportation in accordance with agreement of air transportation, to a moment, when the passenger left the aircraft if nothing else is established by international agreements of the Russian Federation or legislation of the country, in the territory from the territory or over the territory of which air transportation is carried out
Apron	Part of the airfield of aerodrome, intended to accommodate aircraft for boarding and alighting of passengers, loading and unloading of baggage, cargo and mail, as well as other types of services

Flight coupon	Part of the ticket entitling a passenger (in case of presence of the passenger coupon) for transportation between the points specified in the coupon
CLAIM	The demand made up by the established order in writing form by interested party for reparation arising in the period of the air carriage
FLIGHT	Flying of the aircraft on schedule or non-scheduled from the initial to final destination
CHARTER FLIGHT	Flight of the aircraft performed according to charter agreement based on a license for charter flights
HAND LUGGAGE	Passenger luggage, stored in the cabin of the aircraft during transportation on agreement of the Airline under the responsibility of the owner and certifies "Cabin" («Hand Baggage»)
AZUR air web-site	Set of text and graphic information data arranged by the airline with the brand of Airlines for public access and awareness mentioned on domain address www.azurair.com
CHARGE	The amount approved in the prescribed order, charged in excess of the tariff fees of the Airline, by its authorized agent
DISCOUNT	Reducing sum of published tariffs set by Airline
Customs Control of International Air Carriage	Control of aircraft movement and its loads across the state border, as well as luggage and hand luggage, persons carried on these aircrafts, currencies, and currency values.
AUTHORIZED AGENT	A person or an organization carrying out on behalf of a carrier a booking, sale, and registration of carriage on transport documents.
CHARTER FLIGHT	Non-scheduled carriage, carried out in accordance with the charter agreement based on operating license.

Article 3. Booking of air transportation of a passenger and baggage

The booking of a passenger seat and driving volume for luggage presupposes transportation of a passenger and his luggage only in a day of a flight and by flight and the route on which the booking was made.

The passenger might appeal only to the authorized agents of the airline to make booking.

The booking of a seat and driving volume for luggage is carried by passenger in the following order:

Selection of air transportation route, date and time of departure;

Familiarization with terms of the agreement at the agency including, but not limited by the Rules, the Rules of documents submission in case of a passenger's voluntary refusal of air transportation by Airline flights, by the Rules of documents submission for return of monetary funds in case of a passenger's forced refusal to transportation on Airline flights;

Adding the necessary information about the passenger's contact information and personal data.

When booking, passengers must provide the following information:

- Name and middle name of the passenger;
- Name and surname of the passenger;
- The type and number of the document certifying the identity of the passenger;
- Date and place of birth
- Contact telephone number and email address.

Attention. Document data provided by the passenger during the registration to the corresponding flight must coincide with the data of the document referred while passenger booking. In case of indication by a passenger of incorrect data, as well as in case of presenting of another document by a passenger during registration for a respective flight, the passenger is not admitted to transportation.

Hereby the Passenger recognizes personal data were provided to the Agent and Airline to use of them for the purposes of a booking of a passenger seat and the driving volume for luggage, making of a contract of air transportation of a passenger as well as for additional services.

For these purposes, the Passenger is hereby authorizing the Agent and the Airline to store, use and carrying on the data to authorized agents, contractors, specialists, service provides, other counter-parties, as well as government contractors and the municipal organizations and institutions. The Passenger's personal data and contact information will not be used beyond the points indicated above for any marketing activity without preliminary agreement of the Passenger.

Attention: In case of the Passenger's refusal to provide information necessary for a booking, the booking is not made!

Agent registers booking/s of the passenger/s, that means establishes seat and carriage capacity for baggage on the aircraft on a certain flight and date, by assigning it a unique alphanumeric code and then send the data to the Airline.

Attention: Booking code is not a contract of passenger's carriage and baggage as well as no evidence of the conclusion.

The booking will be canceled without any preliminary notice (warning) on the part of the Agent or Airline if the Passenger does not make complete paying of air transportation in the set terms.

Transportation of the following items are agreed with the airline:

- passenger with a child under 2 years old or a child without support;
- severely sick passenger sick on the stretcher;
- passenger deprived of sight with a guide dog;
- passenger, whose ability to move and / or whose condition requires special attention at service (passenger with reduced mobility);
- passenger having a weapon and / or ammunition;
- excess, oversized, heavy baggage or norm luggage which must be transported only in the passenger compartment, cargo with declared value;
- items and substances that are subject to spoilage after a retention period or under the adverse effects of temperature, humidity or other environmental conditions (perishable goods);
- dogs, cats, birds, and other small indoor (tame) animals, watch dogs of a cynology service of federal executive authorities;
- the animals, birds, insects, fish, etc.;
- the animals, birds, insects, fish, etc.;
- human animal remains.

If the Passenger did not notify the Airline of any special requirements now of a booking, as well as in case of non-compliance with terms set forth in this article, it can lead to impossibility of their fulfilment and the refusal of transportation for such passengers. The decision to refuse carriage is at the discretion of the airline.

Article 4. Registration of a contract of air transport. Itinerary receipt

According to transportation agreement the Airline obliged to transport a passenger of the aircraft to destination with provision of seat on an aircraft making a flight specified in respective Itinerary receipt, and in case of luggage transportation also obliged to deliver luggage to destination and to issue luggage to a passenger or to authorized person.

The contract of air transportation is a public agreement, refers in the way of its making to a treaty of accession and requires from the passenger full and unconditional accession to a treaty of air transportation on the conditions offered by the Airline.

The passenger booking carriage by one of the above listed ways and timely and fully paying the booking is deemed attaching to a public agreement of air transportation on the conditions set forth in the Air Code of Russian Federation, these Rules of transportation, Rules of application of the Airline route tariffs and sent Itinerary receipt.

The conclusion of the contract of passenger carriage is certified by itinerary/receipt, processed by making the necessary data in the form of an e-ticket in manual, automated or electronically.

The airline carries only those passenger whose name and details of the identity document are specified in the itinerary / receipt. For these purposes during registration for a respective flight, the passenger is obliged to present the document, proving identity, whose data were specified by him during conclusion of a contract of air transportation.

With the exception of cases directly provided for by internal regulations of the Airline, paying air transportation cannot be transferred to any third party not specified in the corresponding itinerary / receipt.

Using the itinerary / receipt by a person not mentioned in this itinerary / receipt is not allowed.

Upon presentation of the itinerary / receipt by person not specified in it, this itinerary/receipt is to be confiscated and its cost is not returned. In this case, the act is made with the reasons of withdrawal of appropriate itinerary / receipt.

Itinerary / Receipt issued for air transportation cannot be used for air transportation by flights of other airlines without permission of the Airlines.

With the agreement of the airline and if possible, the passenger has the right to make changes in contract of carriage (except charter agreement) including, but not limited by changing of date and time of departure of the flight, air transportation route and passenger name change. These changes must be made by the passenger in accordance with the requirements established by the internal regulations of the Airline. After paying of corresponding changes the new Itinerary / Receipt will be sent to the passenger.

Attention: Passengers are advised to clarify the current amount of fees for changing flight in the contact center of the Airlines at our website www.azurair.com , and in the case of an air carriage contract- in authorized agency.

Tickets for charter flights provide limitations (or full exemption) Passenger's right to change or cancel a reservation. The charter tickets in accordance with which tourist trip is paid with paying of all services (two-ways flight, transfer, accommodation in the hotel, food) can set additional terms and limitations established by an organization that chartered the Airline's aircraft or its authorized agent.

Article 5. Fares, fees and discounts

Tariffs

Rate - is the cost of transportation from origin to destination. The tariff does not include transport service between airports and between the airport and center of the city with an exception in cases when it is provided for by the Airline and provided without additional charges.

Because of the fact that the Airline does not conduct its own sales and it's executing only charter flights the Authorized Agent sets the transportation tariff.

No changes in fares or rules do not affect the conditions of conclusion of air carriage contract.

Attention: The freight rates do not include the cost of land transport services between different airports and between airports and city terminals.

Taxes and other charges

Taxes and fees to be deducted from the passengers, are set by the relevant competent authorities, and shall be brought to the attention of passengers in agencies while selling carriage. In some cases, Passengers pay fees in excess of the tariff. The passenger must be notified of such duties in time.

The currency for payment of charges and fees

The tariffs, the duties, the taxes must be paid in currency established by the Agent in accordance with the rules of foreign exchange regulation of a country of sale.

If paying of transportation is made in other currency than currency of tariff publication, the calculation of an equivalent in currency of paying is made based on the rate published in booking systems, valid for the moment of registration of transportation. Agent governs the amount of the equivalent fare payment additionally.

The airline may refuse to carry the passenger and baggage, if an authorized agent at the appropriate rate set by the authorized agent does not receive the payment confirmation.

Payment Confirmation passenger can get only in the offices of authorized agents.

Duties related to a refusal of booked seats and non-appearance of a passenger for registration

If passenger (group of passengers) refuses a booked seat or didn't arrive to the place of registration by the time set by the Airline or he came with incorrectly registered documents as a result of which he didn't use a seat reserved for him (for a group of passengers) than the charge is deducted in cases and amounts covered by terms and conditions and rules set by the authorized Agent.

Article 6. The forced change of carrier, route, class and fare type

Change of a carrier (airline), route, class of service considered forced in the following cases:

- cancel or delay of the flight mentioned in ticket;
- change of the carriage route by the carrier;
- violation of the Schedule;
- passenger carriage failure due to absence of vacant seats on flight or change of date mentioned in ticket;
- passenger carriage failure due to delay of the passenger in the airport caused by long security check, if during luggage or personal search no forbidden materials were found;
- sudden disease of the passenger or disease or death of a member of his family accompanying on the aircraft, which is confirmed by medical documents;
- failure of providing service of declared class;
- Incorrect ticketing carrier or authorized agent.

In cases specified in item 6.1, Airline by the choice of the Passenger:

- provides the further transportation with the possible lowest delay or inconvenience to a point of a destination or point of a stop (Stop-over) specified on a ticket if it is necessary at higher cost without additional fees for a passenger as well:
- delivers the Passenger to the destination specified in a ticket by a flight of different airline or another type of transport.

In case of provision of the further transportation by the flight of different airline change of a route, class, and type of tariff can occur only with a preliminarily confirmed reservation.

If further transportation is available on a flight of another airline upgrade of class is allowed only if now of booking there is no seat of the same class that was paid initially and if the class is upgraded.

Provision of the further transportation to the passenger by the flight of different airline is made only with permission of the management of the Airline.

Transfer of the Passenger's excess baggage by the flight of different airline is effected through a return of monetary funds to the Passenger and registrations of transportation of excess baggage in cash offices according to rules and tariffs of another airline.

During a break in the carriage by the fault of the airline, as well as in case of flight delay, flight cancellation due to unfavorable weather conditions, technical or other reasons, as well as when changing the route of transportation airline will arrange the following services for passengers at points of departure and at the intermediate points :

- mother and child rooms providing for the passenger with a child under the age of seven years;
- two phone calls or two notifications by email during expectation of departure of a flight of more than two hours;
- provision of cooling drinks during expectation of departure of a flight for more than two hours;
- hot meals while waiting for departure more than four hours and then every six hours - in the daytime and every eight hours - at night;

- accommodation at the hotel while waiting for departure more than eight hours - in the daytime and more than six hours - at night;
- delivery by transport from the airport to the hotel and back.
- organization of luggage storage.

The services specified in this item are provided to passengers without collection of additional charge.

Article 7. Passenger check-in for your flight and baggage

General provisions

To comply with the formalities relating to departure procedures, passenger should arrive to the place of registration and customs / border control with the necessary documents not later than the end of registration that is 40 minutes before the departure time specified in the carriage document.

The registration on the Airline's internet site ends 3 hour before departure specified by transportation document time. This time is set by the Airline with consideration of time necessary for an arrival of passengers and luggage to the airport of departure for landing on the aircraft and passing of preflight formalities and demands were related with borders, custom, sanitary quarantine, veterinary quarantine that by the phytosanitary type of control provided for by legislation of the Russian Federation or legislation of the country from the territory of which transportation is executed.

If the Passenger arrives to the place of registration and a transmission station after deadline of registration or appears without necessary documents, the Airline has the right to cancel a booking and is not obliged to delay a flight.

Taking into consideration possible delays in passing special procedures at airports, the Airline recommends arriving to the airport significantly earlier - from two to 3 hours before departure time.

Registration of tickets and registration of luggage start in advance: on an international flight - 2 hours 30 minutes for a domestic flight - 2 hours before the departure time specified in the carriage document. This time, as a rule, is sufficient for a passenger's undergoing established preflight formalities (procedure of registration, paying of excess baggage, subjection to survey, customs, border and other procedures, registration of exit and entry documents, etc.), as well as for landing on board of an aircraft. In some cases, if such regulations provided by airport or other authorities, the time of registration of tickets and registration of passenger baggage may differ from the ones mentioned in this article.

The registration of passengers (registration) finishes in 40 minutes until the departure time specified in a transportation document. In some cases, if such regulations provided by airport or other authorities, the deadline of registration of tickets and registration of passenger baggage may differ from the ones mentioned in this article.

Airlines representative authorized to take passengers for transportation later than set at the airport, if the flight departs on schedule. The passenger who is late by end time of the registration is accepted for transportation by this flight with paying of respective charge if it is collected by an airport of departure. The airline has the right to refuse to transport the Passenger who was late for registration.

Attention: Depending on conditions of an airport of departure, start time, end time, and the duration of the registration process can change.

The passenger for subjection to a procedure of registration and registration of luggage must present a document confirming his identity. Identity documents of the passenger, are:

- a general citizen passport or a foreign passport. While passenger transportation only a passport is presented on the international route (unless otherwise stipulated by intergovernmental agreements);

- military ticket (for soldiers who are in draft service or military service by the contract);
- birth certificate (for persons under 14 years old);
- a state passport for foreigners, a residence permit for persons without citizenship and political emigrants;
- certificate of release (for persons released from prison);
- seaman's passport.

Attention: Personal responsibility of a passenger is the presence of valid documents that meet the requirements of the Russian legislation and regulations of states at each point of the carriage by air. The passenger shall pay any fines, penalties and expenses, including deportations suffered by a passenger in connection with the violation of this requirement.

The airline is not responsible for the passenger's relationship with government departments (customs, border, immigration, security), unless otherwise provided for by international or national legislation of the country of departure-transfer/transit stop-entry. The airline has the right to verify a passenger's documents for transportation, which are passport, visas, health and inoculation certificates (if needed), permits for relocation of underage children etc. on the item of compliance with requirements of authorities in points of departure, transfer/transit and destination even if delivery of a passenger to a terminal point is carried out by another carrier.

During registration, the boarding pass is issued to the passenger with the initials and the surname of a passenger, the flight number, and the date of departure, the deadline of boarding, the number of gate, and the number of seat. If necessary, the boarding pass may indicate other information.

During registration of passengers and luggage, the passenger is obliged to present for weighting all the baggage intended for transportation.

Attention: Passenger have the right to carry luggage (including hand baggage) without any additional charge which all-together maximum weight does not exceed free baggage allowance specified in a ticket.

For carriage of baggage, which exceed free baggage allowance, the baggage will be charged according to the tariff established by the airline.

Article 8. Services and information for passengers at the airport and Agency

The airline provides services relating to the implementation and to ensure air travel to passengers in airports, sales centers, on board of aircraft. Available services should be directed to high-quality passenger attendance.

Services of the airline or its authorized agent is provided free of charge or on a reimbursable basis.

The airline or the airport services company provides the passenger at no extra charge the following services:

- registration of passengers and baggage for carriage;
- delivery of passengers to their aircraft parking and organization of their boarding in aircraft;
- baggage delivery to the place of parking of aircraft loading, positioning and fastening of luggage on board the aircraft;
- providing exit of passengers from the aircraft, delivery of passengers in the terminal building;
- Unloading of baggage from the aircraft, transportation and delivery of luggage to passengers.
- customs, border and, if need be, sanitary, immigration, veterinary and phytosanitary control during transport on an international route;
- acceptance and storage of things arising with a passenger and unregistered luggage during the forced delay of the flight which must execute transportation of this passenger;
- use of services of a transit zone, the mother's and the child's rooms during the forced delay of an aircraft.

The airline or the services company, provides a transportation point of sale at no additional cost the passenger to provide the following information:

- aircraft departure and arrival time;
- place, time of commencement and completion of the registration for the flight specified in the ticket;
- place, time of the beginning of boarding of passengers to the aircraft, and end time of one;
- delay or cancellation of a flight and the causes of a delay or cancellation of a flight, as well as about rescheduling of the run time of a flight and/or date;
- the way passage to the nearest town is between airport terminals, airports;
- rules of carriage of passengers and luggage including the free baggage allowances, objects, and substances prohibited for carriage and other special terms
- addresses of points of sale and sale rules and reservation services;
- rules and a procedure of conducting of preflight inspection and post flight passenger and baggage survey;
- about general rules of fulfillment by passengers of requirements related to the border immigration type like the custom, border sanitation-quarantine type, veterinary, phytosanitary type, and other types of control in accordance with legislation of the Russian Federation;
- about the place of location of the mother's and the child's rooms.

Airline provides without supplementary paying by a passenger on an aircraft's board:

- notification of the passengers about flight conditions and general rules of behavior of passengers on an aircraft,
- notification of the passengers about places of location of the main and emergency exits,
- notification of the passengers about conditions of departure of an aircraft in emergencies, as well as about places of a personal protection equipment and inflatable ladder location in the aircraft passenger compartment;
- provision of cooling and/or hot drinks and/or food;
- first aid.

Hot meals are provided to passengers with the duration of flight of an aircraft for over three hours and further every four hours – in a day and every six hours – in nighttime. Food and the hot beverages may not be provided to passengers of aircraft on an aircraft's board if the mentioned condition is specified by the rules of a carrier and the passenger is informed of conditions of service on an aircraft's board before conclusion of a contract of air transport of a passenger.

During a break in the carriage by the fault of the airline, as well as in case of flight de-lay, flight cancellation due to bad weather conditions, technical or other reasons, as well as when changing the route of transportation airline will arrange the following services for passengers at points of departure and at the intermediate points:

- mother and child rooms providing for the passenger with a child under the age of seven years;
- two telephone calls or two notifications by email during expectation of departure of a flight of more than two hours;
- provision of cooling drinks during expectation of departure of a flight for more than two hours;
- hot meals while waiting for departure more than four hours and then every six hours - in the daytime and every eight hours - at night;
- accommodation at the hotel while waiting for departure more than eight hours - in the daytime and more than six hours - at night;
- delivery by transport from the airport to the hotel and back in those incidents when a ho-tel is provided without collection of additional charge;
- Organization of luggage storage.

The services specified in this item are provided to passengers without collection of additional charge.

Provision of information about registration of transport documents for the name of a particular passenger, subjection to registration at the airport of dispatch, flying out, and flight is carried out on basis of written calls of enterprises, institutions, and organizations, as well as of citizens if these calls are declared by the Airline as valid.

At the airports, at the point of sale, Airline offices, transportation should be placed:

- a schedule of the Airline;
- rules for the carriage of passengers and luggage;

- information about accommodation services and officials of airports and airlines, responsible for passenger services, baggage;
- information about a procedure of conducting of survey, objects, and substances prohibited for transport on air transport, responsible for violation of these rules;
- Information on the conditions of transportation of children and other categories of passengers, the documents which must show the passenger when transported by air, on the free baggage allowance for air travel by aircraft type;
- Information relating to the rules of use of air transport.

Passenger service at the airport of a destination

The passenger upon arrival delivered to the Terminal, where gets his checked baggage.

- If the laws of a country of entry provide for it, the passenger must pass by:
 - sanitary and quarantine control (if necessary);
 - passport control (including filling to a definite form of insert with a passenger who arrived to a permanent place of residence);
 - veterinary control (if the passenger travels with an animal);
 - customs examination (including filling to a customs declaration);
 - migration control.

Article 9. Boarding of a passenger to the flight

Landing on an aircraft, as a rule, it ends **twenty five (25) minutes** before the departure of the relevant flight. In any case, the passenger must arrive at the boarding gate to the aircraft not later than the end of the landing on the flight specified in the boarding pass and/or services, announced the departure airport.

A passenger of a boarding pass for a respective flight makes boarding of a passenger to the board of an aircraft during presentment.

The passenger who has not arrived for landing by the time that was specified above will be denied boarding the flight data.

Baggage checked the passenger, who has not appeared on the landing in the aircraft, subject to removal from the aircraft and mandatory inspection.

ATTENTION: The airline is not responsible for damages incurred by the passenger because of non-compliance with the latest provisions of this Article.

The passengers with limited physical possibilities being got in to the board of an aircraft by the visually impaired passengers by the passengers who need the special assistance is executed in the first place, before boarding of all the rest of the passengers.

Article 10. Termination of agreement for passenger carriage

Termination of agreement for passenger carriage at passenger initiative

The passenger has the right to refuse carriage in order set by Russian Federation laws and regulated by the submission Rules for refund documents in case of forced carriage refuse.

Forced carriage refuse is valid in following cases:

- cancel or delay of the flight mentioned in ticket;
- change of the carriage route by the carrier;
- violation of the Schedule;
- passenger carriage failure due to absence of vacant seats on flight or change of date mentioned in ticket;
- passenger carriage failure due to delay of the passenger in the airport caused by long security check, if during luggage or personal search no forbidden materials were found;
- failure of connected flights caused by carrier;
- illness of the passenger or family member accompanying on the flight, confirmed by medical documents or death of family member or near relative, confirmed by documents if the carrier informed on these circumstances before ending of passenger registration on the flight.
- Illness of the passenger or family member or near relative accompanying on the flight is considered Forced carriage refuse in case of contraindication for the flight on date mentioned in ticket confirmed by medical documents
- failure of providing service of declared class;
- incorrect ticketing carrier or authorized agent.

Airlines may consider carriage refuse to be forced in other cases.

Family members are husband, wife, parents and children (adopter and adopted), near relative - grandparents, grandchildren, full- and half-blood brothers and sisters

If passenger refuse to be carried by reasons not mentioned in point 10.1.2 of the Rules, carrier refuse is considered voluntary.

Termination of agreement for passenger carriage by passenger initiative

The airline has the right to unilaterally terminate a contract of air transportation in following cases:

- violation by a passenger passport, customs, sanitation and other requirements set by legislation of the Russian Federation in a part concerned with air transport, during international air traffic set by rules established by the respective bodies of the state of departure, arrival or transit;
- passenger's refusal to fulfil requirements set by federal aviation regulations;
- If health of a passenger of an aircraft requires special terms of air transportation or is threatening passenger security or other persons, which is confirmed by medical documents and also creates disorder and non-removable discomfort for other persons;
- passenger refuses to pay transportation of luggage whose weight exceeds the free baggage allowance;
- a refusal of a passenger of an aircraft to pay transportation of a child proceeding with him in an exception of cases provided for by article 106, paragraph 2, sub-paragraph 3, of the Air Code of the Russian Federation;

- Violation of the rules of behavior by a passenger of an aircraft on an aircraft's board creating threat to safety of flight of an aircraft or threat to life of other persons or health hazard, as well as non-implementation by a passenger of an aircraft of guidelines of the pilot of an aircraft presented in accordance with article 58 of the Air Code of the Russian Federation;
- the presence of prohibited for carriage objects or substances with the passengers or in their baggage.

Article 11. Change of agreement for passenger transportation

The change to terms and conditions of a contract for passenger air transportation is permitted if nothing else is provided for by the Tariffs Rules of the Airline when there is a possibility to make corresponding changes to such a contract.

If claimed by the passenger changes in the conditions of carriage contract is not permitted by rules of Airlines or an authorized agent, the voluntary return of the sums is made in order and conditions set in the Rules of apply for refund documents in case of voluntary refusal of the passenger from air transportation on flights and registration of a new agreement on air transportation according to new conditions of carriage.

If passenger changes a contract of carriage the sum being collected from a passenger is determined as a difference between a sum paid for transport and cartage in changed conditions.

In case of voluntary change by passenger of air carriage, contract conditions the passenger agrees to pay the fee for the operation to change the conditions of the contract of passenger carriage set by tariff rules of the Airlines or authorized agent.

Attention: In case of refusal to pay above mentioned charge change of air transportation conditions is impossible.

At voluntary change of terms and conditions of a contract of air transport of a passenger registered at a group rate that entailed violation of a condition about minimum size of a group specified by the Rules of tariffs application of the Airline or authorized Agent, recalculation of cartage is made at rates in accordance with new conditions of transportation.

The name and the surname of a passenger can be changed not later than 24 (twenty-four) hours before departure according the timetable. To make these changes in the contract of carriage is possible exclusively with authorized agent and the passenger's compliance with mandatory requirements set forth in this article and the rules of tariff application of authorized agent.

Change of the name and surname of a passenger is implemented to all the air carriage route.

Article 12. Transportation of certain categories of passengers

Transportation of children

The child's age is determined on the date of commencement of the carriage by air from airport of departure specified in the carriage document.

Passengers are entitled to:

– to transport a child up to 2 years without a seat ticket on domestic air transportation. Other children up to 2 years following with the passenger and children aged 2-12 years are issued with tickets with a separate seat, and permitted free baggage allowance is according to the established norms. The tariff for transporting of children is set by the authorized agent.

– to transport a child up to 2 years without a seat on domestic air transportation. Other children proceeding with a Passenger in the age up to 2 years, as well as children in the age from 2 to 12 years are carried by tickets with provision of a separate seat, at the same time free transportation of luggage by the established norms is permitted. The tariff for transporting of children is set by the authorized agent.

Children under 12 years old are transported only when accompanied by an adult passenger or a passenger who, in accordance with civil legislation of the Russian Federation has acquired full legal capacity until they reach the age of eighteen years.

Children aged 12 years and older can be transported without being accompanied by an adult passenger. The services of accompaniment, as well as any other additional services for children older than 12 years are not provided. At the same time, a notarized statement from both parents (guardians) is required that the child does not require guardians.

The ticket must specify age of a child. Passenger accompanying the child is obliged to present the Airline when buying a ticket and when registering a document confirming the child's age (birth certificate). Age of a child is determined by the date transportation from an initial point of departure specified in a ticket. The airline has the right to verify age of a child at any stage of transportation.

When transporting children accompanied by a trusted person, their parents (guardians), passport control requires:

– on international flight: notarized consent from both parents (guardians) in the trustee's name on the child's departure.

– going abroad by minor is carried out in accordance with the legislation of the Russian Federation.

– a child's transport document numbers must be matched with corresponding transport documents of an adult passenger accompanying him.

Attention: For security reasons infants up to eight days are not allowed to travel by air.

Acceptance for carriage children aged from 8 days to 2 years old with separate seats is not possible. They are to be carried in the hands of an adult passenger. The total number of children up to 2 years - no more than 10 per flight. Prams and children's car seats are forbidden for transportation in aircraft cabin. Registration of children luggage up to 2 years old of age are making in accordance with established norms.

Pregnant women

Pregnant women traveling without an accompanying person shall be prohibited to travel after 36 (thirty-six) weeks of pregnancy, and in case of multiple pregnancy - after the 32 (thirty-two) weeks.

On the offensive 28 (twenty eight) weeks of pregnancy, pregnant women should have with them and provide on the registration certificate of the doctor, observing the pregnancy, with the confirmation that the pregnancy is progressing normally, and specifying the expected date of delivery. The above certificate must be issued no later than 7 (seven) calendar days prior to the carriage by air.

Transportation of this category of passengers is carried out, provided that the airline will not carry any responsibility for possible negative consequences for the mother or fetus, as evidenced by the signing of a passenger of the relevant obligation.

Transportation of disabled persons and other persons with disabilities

Passenger shall determine the possibility of using air transport, proceeding on their health status. If the age, mental, psycho-emotional, or physical condition of the passenger may cause in-flight of his deteriorating health or endanger his life, the air transport of the passengers is made on condition that the Airline shall not be liable for the consequences occurred because of these reasons, as evidenced by the signing of a passenger the relevant obligation.

Providing passengers with disabilities and other persons with limited ability to live of passengers on board the aircraft shall be based on compliance with safety requirements.

Passengers with disabilities and other individuals with limited abilities when booking and the conclusion of the contract of carriage must inform the carrier or agent of the carrier, and at the conclusion of the contract on realization of tourist product-tour operator or travel agent about their life, as well as restrictions on the position, weight and other characteristics of individual vehicles (including availability and specifications of batteries) carried on board the aircraft.

Transportation of persons (passengers) with limited mobility, unable to move independently, carried out either with an accompanying person or under the supervision of members of the crew.

The number of passengers with limited mobility, unable to move independently, carried under the supervision of members of the crew, as a rule, no more than one per flight.

Transportation of the patient on the stretcher is made with granting him the additional seats on the aircraft with payment of these places.

Passengers with disabilities with hearing and vision at the same time is transported, accompanied by a passenger, to assist him in flight.

Passengers with disabilities, deaf or blind, a passenger in a wheelchair can be transported without an accompanying passenger;

The number of hauling guide dogs is determined depending on the number of disabled people and other persons present on an aircraft's board with the limitations of vital activity, as a rule, not above two.

The passenger, devoid of vision and/or hearing, carried with an accompanying person or without a person under the supervision of cabin crew.

Passengers, devoid of vision, accompanied by a guide dog is executed upon presentation of them when registering a document confirming the disability, and a document certifying the training a guide dog. Guide dogs must have a collar and a muzzle and be tied to a chair at the feet of the passenger it accompanies.

Disabled persons and persons with reduced mobility, able to move independently around the cabin the sun, as well as up and down the ladders, accepted for transportation without restrictions. Their crutches, canes and other compact devices for movement are placed and fixed in close proximity to the passenger.

Accompanying persons are seated next to the accompanying passenger. When short-term delays in flights to disabled persons and persons with reduced mobility and their careers are allowed to remain on board the aircraft, subject to the applicable safety regulations and under the supervision of one of the crewmembers

At the airports of departure and destination for persons with disabilities with the assistance of representatives of the service, organization provides wheelchairs, porters and ambulance transport.

Attention: Passengers who require oxygen during the flight of the aircraft must notify the Airline - preferably in air transportation time of booking, but in any case no later than seven (7) days prior to the scheduled flight departure. Passengers must be in possession of its own, equipped with a certificate, oxygen apparatus. Passengers, who need oxygen during the flight, must have a certificate from their doctor confirming that they are traveling by air. Without a certificate, such Passengers will not be driven into the plane. Each of these passengers may take on board 2 (two) small portable oxygen cylinders for use during the flight. The oxygen cylinders will be considered as a part of hand luggage, at the same time the limitations of maximum weight and size of baggage must be complied with. The oxygen cylinders cannot be transported as registered baggage.

Transportation supervised and deportees

General provisions

The government authorities of the country that took a deportation decision pay cost of a ticket for transport of deported civilians/crime persons of being deported.

Representatives of Airlines of departure / transfer / destination, the commander of the aircraft prior to shipment, all information on the availability on the flight of potentially dangerous passengers should be provided to perform a flight under compulsion.

In the case of transportation on the aircraft escorted persons in the flight documents necessary to make the appropriate entries.

The airline has the right to refuse transport of deported civilians or crime persons of being deported if documents necessary for transport are absent or there are grounds to believe the deported can represent threat to life and health of other passengers or inflict damage to flight safety.

Forbidden to refuse carriage for other reasons (replacement aircraft, changing the configuration of the aircraft, etc.).

Deportees cannot be upgraded class of service on board the aircraft.

Delivery of these categories of passengers on board of AC / from the board of air-craft is carried out separately from other passengers.

Boarding of the persons of these categories is made before boarding of other passengers, and disembarkation - after disembarkation of other passengers of the flight.

It is forbidden to those categories of passengers in alcoholic beverages and onboard meals with provision of metal cutlery.

Places for such categories of passengers are provided in the rear part of the cabin of aircraft. In the presence of potentially dangerous passengers should be separated from other passengers one / multiple rows of free seats.

Potentially dangerous passengers will not be accepted for carriage on flights that transported groups of children.

Deported civilians

Civil deportees shall be accepted by the airline for direct carriage under the following conditions:

- Government body responsible for the deportation of not less than 24 hours before the flight, notified the airline and provided on the deported sufficient information (flight number, the number of deportees, reasons for deportation, the presence among the deportees, who were brought to criminal responsibility, the presence of infectious patients and mentally the sick and the list of officials who accompany the deportees);

- There are all documents necessary for approval for transport in presence.

Number of civil deportees per flight, as a rule, cannot exceed three people.

When transporting families of civil deportees, each passenger over the age of 2 years is considered a separate entity.

Share when transporting deported family is prohibited. In the case of transportation of large families of deportees permitted to exceed the maximum number of civil deportees per flight in agreement with the Airline.

Deported passenger's responsibility (if it does not contradict the legislation of the country, refused entry) for the reimbursement of all expenses Airlines (and other participating exporting carriers, if any involved), relating to the reverse transport, accommodation and meals at the point of refusing entry and transfer points on the reverse route. If such costs are paid by the airline (and other carriers) cannot be refunded to the passenger, they deported are redeemed or distributed among all involved in the delivery of carriers in proportion to their participation.

The airline has the right to impose on paying of a respective tariff any sums provided to it by the Passenger or an organization that registered the Passenger for not used transport or any other sums that were paid by the Passenger or an organization that paid a ticket and the Airline has.

Crime deported persons and supervised persons

The crime deported persons and the supervised persons are approved for transportation under the following conditions:

- carriage agreed with the competent authorities of the States concerned;
- The airline 24 hours prior to carriage in writing informed about the date and route of transportation, escorting risk level conditions escorting person/persons and the list of officials who will escort the deportee;
- transportation is not associated with transfer;
- available all necessary for admission to the transport documents.

Criminal are deported and supervised person shall be accepted for carriage only when accompanied by at least two authorized officers (convoy). These persons arrive on the aircraft of the armed forces before boarding of the rest of the passengers and leave the armed forces after its getting off. Placements of criminal deportees and supervisors should not be located near emergency exits. The places of companions (convoy) must locate in this way to preclude a possibility of free movement of supervised persons across the passenger cab.

Providing additional passenger seats

For carriage for high comfort passenger can reserve the right number of seats. Payment for additional seats is made from an authorized agent for 100% of the normal fare.

Passenger transportation associated with tragic circumstances

Passengers that travel "under tragic circumstances" (death of closest relatives, accompaniment of the coffin), may be accepted for carriage out of the lineup.

In this case, the Airline has a right to demand documents proving the existence of such circumstances.

Article 13. Baggage

General Conditions of Carriage of baggage

Passenger baggage accepted for carriage as checked and (or) unaccompanied baggage and carried in baggage and cargo compartments of the aircraft. Things of the passengers transported in the aircraft cabin.

The airline has the right to refuse boarding his things, if the weights, dimensions, capacity, content or their packaging does not meet the requirements of this regulation.

Baggage of the Passenger, who did not come for boarding after registration, as well as baggage and hand luggage of the transit Passenger who did not come for boarding are subject to compulsory getting off the board of an aircraft.

Free baggage allowance

Each passenger is entitled to carry free of charge baggage. For registration and baggage transportation, Airline establishes certain free baggage allowance, allowance and the tariff for excess baggage.

The value of the free baggage allowance is 20 (twenty) kg per passenger including carry-on baggage of five (5) kilograms.

At the booking of a seat or ticket now of acquisition for a flight the agent for a booking notifies the Passenger amount of the free baggage allowance and notes it in a Passenger airplane ticket.

The norm of transport of a passenger's baggage by air transport is regulated by mass of baggage in kilograms, kg, and on transportation across some international overhead lines by the number of pieces of luggage.

Due to flight safety reasons, the Airline of the right to limit the weight of baggage up to 10 kg per passenger. This information is made available to passengers at the time of booking the carriage in the offices of authorized agents and on the website of the airline.

Free baggage allowance does not apply to:

- Oversized baggage - Passenger things, regardless of their name and purpose, the dimensions of which in a packed form exceed 203 cm in sum of three dimensions (perimeter) and go beyond the limits:

By width	not more than 150 cm,
height	not more than 119 cm,
by length	not more than 172 cm;

- passenger things, regardless of their name and destination, weight of one place more than 32 kg;

- flowers, plants, seedlings, edible herbs, dried plants, branches of trees and shrubs a total weight of more than 5 kg;

- express mail and parcels, accompanied by specialist agencies;

- animals and birds, with the exception of guide dogs accompanying blind passengers accompanied by service dogs employee service dog federal executive authorities;

- on baggage requires special conditions of carriage, including weapons, ammunition and special funds allocated to passengers for temporary storage for the period.

On transportation of passengers having in common the objective of a trip (confirmed by documents) and proceeding together on one aircraft by one route into one and the same destination (family, a delegation, tourists, sport and other teams), on the request of passengers the carrier is obliged to administer to these passengers a total of free baggage allowances of each of the passengers.

Association refers only to the norms of free baggage allowance. Baggage is issued for each passenger individually.

The passengers proceeding across service or preference tickets, as well as the child being hauled across the child ticket have the right to transport baggage free by the established norm specified in a ticket.

Passengers traveling with a child under the age of two years are entitled to free transport a stroller-cane weighing up to 10 kg in addition to the free baggage allowance.

Excess baggage and transport of specific categories of luggage

Overweight, oversize baggage and heavy baggage accepted for carriage only when there was spare capacity and performance when it is payable, except where carriage of such baggage was agreed and paid in advance for reservations, as well as the transport of wheelchairs and other assistive devices movement used a passenger with disabilities and other individuals with limited abilities.

Transport of oversized baggage, heavy baggage, watch dogs, indoor animals, and birds, based on their actual weight, is paid regardless of a passenger's other things being transported as baggage with an exception of guide dogs proceeding with a passenger deprived of sight, as well as of armchairs – carriages used by a passenger among disabled people and other individuals with the limitations of vital activity.

For the carriage of excess baggage, the passenger must be paid the difference between the established norm of free baggage and weight of luggage items brought to the carriage.

If a passenger sued for carriage of baggage weight and/or size smaller than they were booked and pre paid, the difference in pay between the transport tickets and actual weight and/or size of the luggage is returned to the passenger

Items not being accepted or forbidden for transport as baggage

Passenger baggage should not include:

- Objects that represent a danger to the aircraft or persons or property on board such aircraft, which are listed in the "technical instructions for the safe transport of dangerous goods by air", the International Civil Aviation Organization (ICAO) and in the "dangerous goods regulations," international air transport Association (IATA), as well as in transport regulations, other regulations and rules (more details can be provided on request of the passenger);
- Items the carriage of which is prohibited by applicable law or the laws, rules and regulations in the countries of departure or arrival;

Unsuitable for carriage items because of their weight, size, shape or are fragile or perishable, or just dangerous for aircraft, for air transportation will not be accepted. Information about unsuitable for carriage items can be provided on request of the passenger.

It is forbidden to carry on board an aircraft in checked baggage and in things, in passengers, following dangerous substances and articles:

Explosives, blasting supplies and articles armed with them:

- Powder there are all powders, any package even any quantity;
- live ammunition (including small-caliber);
- cartridges to the gas weapon;
- Hunting caps (caps);
- Pyrotechnics and signal flares, bullets signal, planting pots, smoke cartridges (checkers), matches the demolition man, sparklers, firecrackers railway;
- TNT, dynamite, TNT, ammonal and other explosives;
- Blasting cap, electro-detonators, electric spark, and detonating fuse, etc .;
- Compressed and liquefied gases:
- Gases for household use (butane propane) and other gases;
- gas cylinders filled with nerve and tear effects, etc .;
- Flammable liquids:
- acetone;
- Gasoline;
- samples of flammable petroleum products;
- methanol;
- methyl (methyl ester);
- carbon disulfide;
- ethers;
- etiltellozola;
- Flammable solids:
- substances subject to spontaneous combustion;
- substances that emit flammable gases in contact with water: potassium, sodium, calcium metal and alloys, calcium, phosphorous, etc.;
- phosphorus, white, yellow and red, and all other substances belonging to the category of flammable solids;
- Oxidizing substances and organic peroxides:
- nitrocellulose colloid, in granules or flakes, dry or wet, containing less than 25% water or solvent;
- nitrocellulose colloid, in the piece, wet, containing less than 25% alcohol;
- dry or wet nitrocellulose containing less than 30% or 20% solvent, water, etc. ;
- Toxic substances;
- Radioactive materials, including dividing;
- Caustic and corrosive substances:
- strong inorganic acids: A salt, sulfur, nitrogen one and others;
- hydrofluoric (hydrofluoric) acid and other strong acids and corrosive substances;
- Poisonous and toxic substances:
- Any poisonous potent and poisonous substances in liquid or solid state packed into any receptacles;
- brucine;

- nicotine;
- strychnine;
- tetrahydrofurfuryl alcohol;
- antifreeze;
- brake fluid;
- ethylene glycol;
- mercury;
- all salts of hydrocyanic acid and cyanide preparations;
- cyclone black cyanide, arsenics anhydride, etc .;
- other hazardous substances, items and goods which can be used as a weapon of attack on the passengers, the crew of the aircraft, as well as endangering the aircraft;
- Weapons: pistols, the revolvers, the rifles, the carbines, and an other firearm, gas weapon, pneumatic weapon, the electroshock devices, the naval dirks, the stilettos, the landing troop bayonet are knives with an exception of cases in order established by legislation in force of the Russian Federation too.

Allowed to carry passengers on board the aircraft in compliance with the required conditions, the following items and substances:

As checked baggage:

- crossbows, underwater guns, swords, sabers, broadswords, scimitars, cutlasses, swords, swords, bayonets, daggers, knives: hunting knives without blades, with latched locks, replicas of any types of weapons;
- household knives (scissors) with the length of the blade (blade) over 60 mm;
- fish, game or hunting trophies
- alcoholic beverages containing more than 24% but not more than 70% alcohol by volume in containers with a capacity not exceeding 5 liters in packagings intended for retail trade - no more than 5 liters per passenger;
- liquids and alcoholic beverages with an alcohol content by volume not exceeding 24%;
- spray intended for use in sports, or household purposes, cans which are protected by caps from spontaneous release of the contents of a capacity of no more than 0.5 kg or 500 ml - no more than 2 kg or 2 liters per passenger;

In things are when passengers:

- medical thermometer - one per passenger;
- mercury tonometer in standard casing - one per passenger;
- mercury barometer or manometer packed in an airtight container and sealed by the stamp of the sender;
- Disposable lighters - one per passenger;
- dry ice for cooling perishable products - no more than 2 kg per passenger;
- 3% hydrogen peroxide - 100 ml per passenger;
- liquids, gels and aerosols, referred to harmless: in containers of no more than 100ml (or equivalent capacity in other units of measurement of volume), packed in a secure transparent plastic bag of not more than 1 liter - one bag per passenger.

The liquids in the containers more than 100 ml of capacity are not passed for transportation even if the receptacle is filled only partially.

An exception for medicines, special dietary needs, baby nutrition, including breast milk in amounts necessary for the duration of the flight.

liquids purchased in duty free shops at the airport or on board an aircraft shall be securely packed in a sealed (sealed) plastic bag, which provides visual access to the contents of the package for the flight on which there is reliable evidence that the purchase was made in airport duty free shops or on board an aircraft on the day (s) of travel.

The airport authority, airlines, the carrier is entitled to take a decision on the introduction of additional measures to ensure security on flights to the increased risk, thereby prohibit the carriage in the cabin the following items:

- corkscrews;
- Needles for hypodermic injections (if a medical justification is not presented);
- knitting needles;
- Scissors with blades longer than 60 mm;
- folding (without fixate) travel, penknives with blade length of more than 60 mm.

Passengers are advised not to invest in your checked baggage fragile or perishable items, money, jewelry, precious metals, securities and other valuables, business documents, cameras, computers, medicines, spectacles, sunglasses, contact lenses, watches, mobile phones, personal electronic devices, passports or other identification documents or samples, keys, and other similar items.

The right to refuse carriage of baggage

The airline has the right to refuse carriage as baggage items specified in Articles 13.4.1 and 13.4.2 of these Regulations.

Each piece of checked baggage must have proper packaging to ensure its safety during transportation and handling and eliminating the possibility of causing harm to passengers, crew members, third parties, damage to the aircraft, baggage of other passengers or other property.

Luggage not meeting requirements of this item is not allowed for transport.

The inspection right

For provision of security the Airline and/or the aviation airport security Service can request from the Passenger authorizations for personal inspection and a metal detector check of the Passenger personally, and inspection, a check of a metal detector, and X-ray verification of baggage. In the absence of the Passenger, his luggage is checked to determine its accessories and the distribution of items referred to in Articles 13.4.1 and 13.4.2 of these passengers and luggage carriage rules. If a passenger does not agree to comply with this requirement, the Airline may refuse to carry the passenger and his baggage.

If the result of inspection or testing of metal detectors and X-ray machine passenger or his baggage is damaged, the Company shall not be liable for such damage if it is caused through no fault of Airline or not a result of negligence of the Airline.

Checked baggage

At the return of baggage for registration the Airline approves for transport each piece of luggage that is rented and provides an identification baggage tag for every such piece of registered luggage.

To checked baggage must be the name or other personal identification data of the passenger.

Checked baggage will be carried on the same aircraft on which the passenger should be.

Baggage fees are charged for each kilogram of baggage accepted for carriage in excess of the Airline of the free baggage allowance (see. P.14.2.2).

Passengers with children and passengers with disabilities have the right to carry the baby buggies, wheelchairs, motorized wheelchairs, free of walking frames.

Baby stroller (including "cane") is carried in the hold as checked baggage in excess of the norm. Passengers can use the stroller before boarding the aircraft. Pram is passed to load in the cargo compartment just before boarding. The ability to use a pram at the airport before boarding and receive it directly from the aircraft upon arrival may be limited by the requirements of airport security;

Any passenger, registering baggage, the weight of which exceeds the present Rules of transportation of passengers and baggage allowance, will have to pay a fee for excess baggage. Fee is charged per kilogram of checked baggage in excess of the free baggage allowance, the weight of which exceeds 32 (thirty two) kg or dimensions of which more than 203 cm in the sum of the three dimensions (perimeter) and transcend limitations:

- width - not more than 150 cm in
- height - not more than 119 cm in
- length - not more than 172

Baggage allowance per passenger (except for children under 2 years of age) shall be a maximum of 5 (five) pieces of baggage, subject to their respective payment. The total weight of checked baggage must not exceed one hundred (100) kg weight restriction of one piece of luggage - 32 (thirty-two) kg.

Sports equipment, including, but not limited to: long fishing rods, bicycles, scooters, fencing accessories, surfboards, bodibordy, snowboards, skis, large musical instruments, including, without limitation, harp, double bass, guitar, percussion instruments, can be transported in the cargo hold of the aircraft after the payment of an additional fee as specified in the rules of the airline tariffs for carriage of such baggage on the flight units at the point of sale of tickets at the airport.

Checked baggage requirements

Any sharp objects in checked baggage should be securely wrapped to prevent damage to the inspection device and injure staff.

The passenger may specify the checked baggage first and last name, address and contact numbers and/or registration number of the flight. It will help in search of registered baggage if it is lost.

After registration of the passenger and baggage handling responsibilities for the safety of checked baggage borne by the airline.

Baggage that has external damage that does not affect its safety during carriage and processing, and cannot harm the passengers, crew members, to a third party, damage the aircraft, luggage of other passengers or other property may be accepted for carriage as checked baggage, with the consent of the airline. At the same time presence and the type of damage are confirmed by a signature of a passenger.

Receipt and delivery of registered baggage

The passenger is obliged to collect your checked baggage as soon as it becomes possible to obtain the destination. Checked baggage is stored at the airport, which is to be delivered under the contract of carriage baggage of the passenger, within 2 (two) days, including the day of arrival of the aircraft, which delivered checked baggage without extra charge.

The further storage of registered luggage is being provided by a carrier or provider organization. Costs for the storage of checked baggage, the passenger not received within the time period established under this paragraph shall be reimbursed in accordance with the civil legislation of the Russian Federation.

If the checked baggage, with the duly executed numbered baggage tag, arrived at the airport (point) of destination and had not been obtained, or demand a passenger airline provides a search of checked baggage owner.

If the checked baggage tracing the owner has given positive results, the airline provides the direction of the owner of the registered luggage of written notice of the need for baggage claim and the order receipt or delivery of baggage.

Checked baggage will be stored for six (6) months from the date of the owner of the need to checked baggage claim notice, and if the owner of the registered luggage is not found-the date of arrival of the aircraft at the airport. In the case of non-receipt of passenger Checked Baggage at the end of this period, the luggage can be sold or destroyed in accordance with the applicable legislation of the Russian Federation.

The right to receipt of registered luggage has only a person having a corresponding identification baggage tag.

If a person claiming checked baggage is unable to produce and/or identify your luggage using identification baggage tag, the airline will implement issuance of luggage only after Passengers will present a satisfying evidence that he has the right to the baggage.

Unchecked baggage

If unchecked baggage exceeds the dimensions (115 cm in three dimensions) and/or heavier than 5 (five), as well as for any reason is considered unsafe for carriage in the cabin of an aircraft, it must be carried as checked baggage.

Small musical instruments such as (but not limited to) guitar, cello, violin or Viola which exceed the maximum dimensions-dimensions of baggage allowed us for carriage in the cabin of an aircraft, may be transported in the cabin of an aircraft, only if they ordered a separate place and paid the corresponding amount. When you purchase an additional piece of baggage rate does not increase.

Objects not suitable for carriage in the cargo compartment (requiring delicate handling musical instruments), and which do not conform to the requirements set out above, will be allowed for carriage in the cabin of an aircraft only after prior notice to airlines and obtain permission from the airline.

If a passenger must do yourself injections during the flight (e.g. diabetic), it can bring syringes to cabin aircraft. During subjection to a check for a compliance with safety requirements he will have to present a respective certificate of health. Such certificate shall be the passenger constantly.

In excess of the free baggage allowance and without charging the passenger is entitled to carry the following things if they are at the passenger and is not invested in the packages:

- ladies handbag or briefcase;
- folder for papers;
- umbrella;
- cane;
- bouquet of flowers;
- outerwear;
- publications for reading during the flight;
- baby food for the child during the flight;
- cellular phones;
- camera;
- video camera;
- portable computer;
- suit in holdall;
- children's cradle on transportation of a child;
- crutches, folding wheelchair, having dimensions that allow to safely place them in the cabin on a shelf above the passenger seat or under the seat in front of passenger seat.

Items listed in this paragraph are not weighted and are not subject to registration and not marked with tags.

Transportation of liquids

From August 27, 2007 in accordance with the Order of the Ministry of Transport of the Russian Federation № 104 from July 25, 2007 introduced measures to ensure aviation security in relation to liquids carried in hand luggage.

Liquids allowed in carry-on baggage:

- water and other drinks, soups, syrups, jams, honey;
- perfumery, including perfumes, colognes, toilet water;
- creams, lotions, oils;
- gels, including hair gels and shower;
- thick paste including toothpaste;
- aerosols;
- Content of containers which under pressure are found, including shaving foam;

- deodorants and other foam;
- liquid-solid mixture;
- Of mascara and mascara for eyebrows;
- any other substances and substance of similar consistency.

All of the above liquids shall:

- by the volume of each package he must be **Maximum 100 ML**. Liquids in containers with a capacity **more than** 100 ml will not be accepted, even if the container is only partially filled; and
- de placed in a transparent plastic seal able bag measuring 18 x 20 cm, the total volume of liquid in the package (by volume packages) should be no more than 1 liter.

Each passenger may have in hand luggage only **one plastic bag** .

Plastic bags can be obtained at the airport of departure directly in the areas of passenger screening.

If passengers need to bring the liquid above as hand luggage we strongly recommend to pack these liquids into the appropriate plastic **bag or, at least, to prepare them for a package to arrive at the airport DEPARTURE.**

A passenger can carry in hand luggage baby food, medicines and dietary meals are available. Employees of security services of the airport may ask you for proof that you need them in flight (eg., medical certificate, prescription).

The above liquid, packaged according to the rules, as well as dietetic food, medicines, must be compulsorily charged on aviation security inspection sectors airport **separately** from the other things that make up Unchecked Baggage.

All other liquids permitted for transportation by air transport, but not meeting the above-mentioned requirements, must be placed in registered baggage in advance.

Purchased in a duty-free zone goods containing liquid will be packed in bundles and closed. These packages can not be opened prior to arrival at the final destination.

Attention. THE RULES OF TRANSPORTATION OF THE LIQUIDS ARE EXTENDING ONLY TO HAND LUGGAGE

Note: Possibly, during inspection of hand baggage at the airport of departure, the Passenger one can ask to open a bag and conduct manual survey of its contents. Therefore, it is strongly not recommended to wrap your hand luggage in packing tape.

Animals

The carriage of animals and birds as baggage is carried out, accompanied by a passenger over the age of 12 years, subject to the consent of the Airline, as well as countries of transit or arrival.

The passenger must inform the airline or its authorized agent on the transport of animals (birds) when booking transport or acquisition of passenger ticket, through standard request for transportation of animal. A systematically confirmed request is considered the Airline's agreement.

Passenger accompanying the animal (bird) in the case, shall have and provide upon registration passenger ticket valid documents (certificates) for animal health (bird), issued by the competent authorities in the field of public health, as well as other documents required by the passage of the countries or international air transit transportation.

Documents for the carriage of animals:

- Veterinary passport;
- Health certificate. It is issued by any state veterinary clinic. The certificate shall contain information on vaccinations by age. Last vaccination against rabies must be made no earlier than one year and not later than two months prior to departure;
- Reference from a club that the dog does not represent tribal value.

Acceptance for carriage of animals and birds is carried out on condition that the passenger assumes full responsibility for them. The airline is not responsible for personal injury, loss, delay in delivery, disease or death of animals, as well as in case of refusal to their importation or the trafficking in / through the country.

Animal (bird) during carriage by air should be placed in a packing container (cage or basket) of sufficient size with air access. The bottom of the container (cage or basket) shall be waterproof and covered with absorbent material, and the door should be closed on the lock. Bird cages should be covered with a dense opaque cloth. The sum of the three dimensions of the container/cage must not exceed 115 cm and have handles for carrying. In the cabin, without cells are allowed to carry guide dogs blind and deaf passengers without restrictions and sniffer dogs accompanied by canine officer service of the federal body of executive power, but on the condition that they have a collar and muzzle and they are at the feet of these passengers are bound.

In exceptional cases, to resolve Airlines animals (cats and dogs) weight of which together with the cell does not exceed 8 kg, can be transported in the cabin. Transportation of only two animals by a flight is allowed in the cabin of a plane, in the connection with which it is recommended to the Passenger to in advance care for travel with an animal and register transport in time coordinately.

In the case of the carriage of the animal in the cabin, passengers traveling with a pet, is available at the end of the economy class cabin. Transport of animals in the business class cabin is not performed. Passengers with pets forbidden located near emergency exits. For security purposes, while flying animal must be permanently in a cage, the cage must be securely closed.

Weight of animal (birds), including the weight of the container (cage or basket) and food intended for food is not included in the free baggage allowance and is paid by the passenger in accordance with the tariff set by the airline.

Guide dogs accompanying blind/deaf passengers are transported in the cabin of an aircraft in excess of the free baggage allowance, subject to the availability of appropriate training, as certified by a certificate, provided that the dog has a collar and muzzle. They are placed in the back row of seats and the passenger compartment should be tied to the chair of the owner at his feet.

Transportation service dogs in the aircraft cabin with the consent of the carrier can be made upon presentation of the carrier a document confirming that the passenger accompanying the service dog, service dog is a member of the federal executive authority, and the document confirming the special service dog training.

Service dog carried in the cabin of an aircraft must have a collar and muzzle and be tied to the Chair at the feet of a passenger, which accompanies it.

Passengers must comply with all requirements of the airline and to compensate all losses and extra costs that may occur during transportation of animal (birds).

The laboratory animals are not adopted for transportation.

In the cargo compartment, where they will be transported animals / birds cannot carry baggage and cargo containing food products, as there is a risk of infection last.

Article 14. Schedule

Flight schedules

The airline operates charter flights in accordance with the plan (schedule) charters.

A flight's departure time specified in a transportation document can change in the period since the day of a booking of carriage and departure before a day of such a flight. It is strongly recommended to control the date and time of departure on the websites of the airports and Airline.

When booking the carriage authorized agent informs the passenger of the scheduled time of departure, the valid at that time, and it will be indicated in the transportation document. However, there is a possibility that the airline will have to change the schedule of the flight movement after the Passenger carriage booking. The passenger is obliged to leave the e-mail address or phone number of the employee authorized agent who carries out a reservation, to be able to report changes in the flight.

Article 15. Return

Voluntary return

In the case of voluntary refusal of carriage, provided that the authorized Agent notified the carrier no later than 24 (twenty four) hours prior to departure from the departure airport, the passenger has the right to apply to the authorized agency where you purchased a ticket for the return of prepaid and unused transportation.

Forced return

If the airline cannot provide place, canceled flight, makes a flight with departure from the schedule or stop operating flights on any route, passengers can refuse to carry, by contacting the designated agent.

The airline does not produce its own sales performed flights and does not provide refunds for purchased tickets.

Article 16. Behavior of passengers on board the aircraft

General information

Service of passengers on board the aircraft is an integral part of the complex of services provided by the Airline Passengers.

Issue of flight safety and service of passengers on board are the main tasks of personnel of a passenger aircraft cabin.

On an aircraft's board individual Passenger service by the various classes of service generally accepted in respective flights is provided for during flight.

On board during the flight passengers are provided free cold and / or hot drinks and / or food and other services in accordance with the class of service and taking into account the duration of the flight, time of day, and other specific conditions of the flight.

Service during the flight includes:

- notification of the passengers about flight conditions and general rules of behavior of passengers on an aircraft's board, places of location of the main and emergency exits, conditions of departure of an aircraft in emergencies, as well as about places of a personal protection equipment and inflatable ladder location in the aircraft passenger compartment;
- provision of cooling and/or hot drinks and/or food;
- first aid (if necessary);
- providing and assisting in completing the migration cards.

On board the aircraft smoking (including electronic cigarettes) is strictly forbidden. Failure to do so may lead to the fact that the passenger will be subject to criminal and (or) the administrative proceedings, and that the airline the right to sue for compensation for all the loses (damages) caused as a result of non-compliance with the requirements specified by the Passenger.

The Passenger needs to strictly fulfill all requirements and recommendations of the captain and members of an aircrew, requirements of these Rules, as well as observe accepted norms of behavior so that flight would take place in normal and safe setting.

If on the airline's reasonable opinion, the passenger on board the aircraft poses a threat to the aircraft or any person on board, or obstructs the crew carry out their duties or fails to comply with any orders of the crew, including, without limitation, instructions about smoking, use of alcohol or drugs, or behaves in a way that creates discomfort, inconvenience, damages to property, injury to other passengers or the crew, the airline shall have the right to take measures reasonably deems necessary to suppress this behavior, including coercive measures against persons whose actions pose a direct threat to the security of the aircraft flight and refuse to bow to orders of the aircraft Captain.

The passenger may suspend from flying anywhere and refuse further carriage. May attract criminal responsibility for unlawful acts committed on board aircraft. The airline's policy is to prevent all illegal actions of passengers on board aircraft.

Electronic devices

For safety reasons, the flight use of electronic devices (mobile phones, photo and video equipment, laptops, tablets, MP3-players, etc.) and the headphone (handsets) is prohibited during taxiing, take-off and landing of the aircraft, as well as when lit light panels "Buckle belts. " After switching off the light panel can be used electronic equipment, transferred to the mode "on the plane." Permission is granted to use hearing aids and pacemakers.

Article 17. Administrative formalities

General information

The passenger is solely responsible for obtaining all required travel documents and visas, as well as for the implementation of laws, regulations, orders, demands and flight conditions of the countries of departure, destination and transit countries.

The Airline shall not be liable in any passenger was due to non-receipt of such documents or their visas, or failure to comply with such regulations, orders, requirements, rules, instructions.

The passenger is obliged to provide all the contact information to airline has been able to contact with a passenger at any time (telephone number, mobile phone number, email address). The passenger has to provide a valid email address, which regularly checks. The passenger must provide the exact phone number, including the country code and area code, even if the booking was made not by him. Passengers must be available for at least one of these phone numbers.

Travel documents

Before departure, the passenger must be in possession of a prepared in accordance with the established procedure exit, entry, health and other documents required in accordance with the laws of the country, on the territory of, from or through the territory of which transportation. Submit and allow Airlines to take and retain copies of such documents. The airline reserves the right to deny boarding if no/improperly required documents the failure of these requirements.

Prohibition on entry

Airline shall not be liable to the Passenger for the failure of public authorities to the Passenger entry into the country.

The passenger shall on demand of the airline or public authorities to return to the place of departure or to another location in the country of destination's refusal to accept such passenger regardless of whether this country of destination or transit, as well as to pay the appropriate fare for transportation in the opposite direction.

The airline can use for paying of such transport any means from sums for not executed transport previously paid to it by the Passenger which remained at its disposal or any other means of the Passenger which there are in the Airline's disposal.

The amount paid by the passenger for carriage to the point where he was denied entry, or his deportation could not be return.

Passenger responsible for fines, penalties and other costs

If the airline suffered losses through the fault of the passenger, the passenger is fully and unconditionally compensate the losses of the Airline.

Passenger is responsible for non-compliance:

- transport regulations, including photographing, filming and use radio communication tools;
- Of the rules of behavior of passengers on board of the Airline's aircraft;
- all orders of the Commander of an aircraft;

- fire safety regulations of the sanitary-hygienic ones, and sanitary anti-epidemic rules;
- rules for the transport of dangerous substances or objects;
- of rules of flight safety (attempt to open the door, the aircraft hatch, the refusal to fasten a seat belt, the smoking on an aircraft's board or in the not put place in the airport building, etc.).

Passenger is responsible for violation of public order, the order in the terminals and city agencies, airports, airfields and aircraft, including those responsible for unlawful acts relative to the other passengers and the staff of the Airline.

The limits of administrative responsibility and criminal liability are set in accordance with legislation of the Russian Federation or legislation of the host country.

If the airline will have to pay any fine or penalty or incur any costs in connection with the failure to comply with the Passenger laws, regulations, orders, instructions and other requirements for the trip of the countries concerned, or in connection with the failure to provide passengers with necessary documents, the Passenger on request Airlines must reimburse any amount paid or deposited in such a way, and any costs incurred Airlines. The airline can use for such payments or coverage of expense means paid by the Passenger for a not yet implemented transport part or any Passenger's means the Airline has.

Customs inspection and verification on aviation security

For purposes of provision of safety of passengers and members of an aircrew an aircraft, members of a crew, passengers, luggage including things arising with passengers are subject to mandatory preflight survey.

During customs control the Passenger is obliged to fulfill requirements of public customs bodies.

Pre-flight inspection of luggage and hand baggage shall be carried out only in the presence of the passenger. In urgent cases, the suspicion that baggage contains dangerous substances and items prohibited on civilian aircraft, preflight inspection can be made in the absence of the passenger.

Personal inspection of passengers performed to the extent necessary for the detection of weapons, ammunition, dangerous substances and items prohibited for carriage in the aircraft.

Personal inspection of passengers is compulsory in the following cases:

- Incoming messages about the possible seizure (hijacking) the aircraft, preparing for the implementation of a particular flight or the next in a certain direction;
- Incoming messages about the presence of a passenger of weapons, ammunition, explosives and other hazardous substances and items prohibited for carriage;
- detect in carry-on baggage of the passenger, weapons, munitions, explosives, explosive and other dangerous substances and items prohibited for carriage;
- identified through personal observation or in the process of identifying officers aviation passenger security signs and suspicions actions of the passenger, testifying to his criminal intent or suspicious about the possible presence of his weapons, ammunition, dangerous substances and items prohibited for carriage.

The airline is not responsible for damage to passenger's luggage, caused as a result of the inspection, non-compliance with customs requirements or the passenger aviation airport security.

If a passenger refuses security screening, the airline is entitled to refuse the carriage of, considering the denial of voluntary. Airline shall not be liable to the Passenger relating to the denial of transportation, except for the obligations to repay the amount of unperformed transportation in accordance with the rules of the Airline.

The passenger must comply with the requirements of officers of the Federal Security Service of the Russian Federation, the Ministry of Internal Affairs of the Russian Federation, the security services and airport security staff, airlines and services with special assignments.

The dangerous substances and objects which can be used as instruments of an attack on a crew and passengers, but being permitted for transport by the rules of international air communications and customs bodies, detected during preflight survey of passengers are being seized for the flight period and transported in luggage compartments by the aircraft, about which Captain is informed.

The seized items are handed over to their owners upon arrival at the airport of destination outside the airport.

Weapons, ammunition, explosives and other hazardous substances and items prohibited for transfer across the state border of the Russian Federation found the aviation security service of the airport from passengers on international and domestic flights, as well as the person who tried to carry out unauthorized movement of prohibited items are transferred to law enforcement and customs authorities.

Extraordinary events in the airport: The disease, the injury, the death of a passenger

In an emergency - illness, injury, death registered Passenger at the airport - the Airline takes all possible steps to assist the organization. Medical assistance should not be provided to the Passenger against his will.

Article 18. Rights airlines and passengers

Airline Rights

The airline has the right to cancel or delay the flight specified in the ticket, to replace the type of aircraft, change the route, if required by safety conditions, and / or aviation security, as well as at the request of the state bodies in accordance with their competence.

The airline may provide the passenger in the cabin of an aircraft in another place other than the place numbers specified in the conveyance document, if such actions are necessary to ensure safety.

The airline has the right to replace an aircraft of one type with another type of aircraft.

The airline may unilaterally terminate the contract of carriage of the passenger, in the following cases:

- violation by a passenger passport, customs, sanitation and other requirements set by legislation of the Russian Federation in a part concerned with air transport, during international air traffic set by rules established by the respective bodies of the state of departure, arrival or transit;
- of a passenger's refusal – the requirements for requirements to fulfill being placed to him by federal legislation and these Rules are transports;
- if the state of health of a passenger requires special conditions of carriage by air, or threaten the safety of the passengers or other persons, which is confirmed by medical documents, or causes disorder and unavoidable discomfort for other persons;
- passenger refuses to pay transportation of luggage whose weight exceeds the free baggage allowance;
- of a refusal of a passenger to pay carriage of a child proceeding with it with an exception of cases of free carriage, and during international traffic by air in accordance with a preferential tariff;
- violation of the rules of behavior by a passenger on an aircraft's board creating threat to safety of flight of an aircraft or threat to life of other persons or health hazard, as well as non-implementation by a passenger of an aircraft of guidelines of the pilot of an aircraft presented in accordance with article 58 of the Air Law of the Russian Federation;
- availability in things in the passenger, as well as in luggage, air transportation prohibited items or substances.

Passenger rights

Passenger rights are determined by the contract of carriage of the passenger, as well as these regulations.

The passenger has the right to unilaterally terminate the contract of carriage and voluntarily give up flight in the initial airport, transit, airport transfer with notification of the Airline.

The passenger, voluntarily renounced the flight may get back the cost of air transportation previously paid in accordance with the terms and conditions of purchase of the ticket at the agency, draws the carriage.

The passenger also has the right to unilaterally terminate the contract of carriage and refuse from the flight when the airline operates fixed in the contract procedure for passengers, baggage.

A passenger's refusal to fly is considered forced in cases:

- cancellation or flight delay scheduled flight (flight plan), according to the agreement;
- airline failure, provided the schedule (flight plan) the landing of an aircraft at an intermediate airport (if the passenger at the airport stop is provided) or the airport of destination;
- inability to provide Airline passenger seats in the aircraft, according to the class of service on the date and flight specified in the document of conveyance;
- the haulage of a passenger on the aircraft executing a trip by the timetable (flight plan), agreeing transport document, caused by a passenger's being delayed at the airport of dispatch because of the duration of its inspection conducting, that did not take place if during baggage inspection or body passenger search no substances prohibited for transport and no objects were detected;
- illness of the passenger or member of his family or a close relative, together with him on the aircraft, which is confirmed by medical records or death of a family member or close relative, which is confirmed by documents, provided notice to the carrier before the expiry of the passenger check-in time on the specified flight in the ticket;
- Incorrect ticketing carrier or authorized agent.

Passenger transport unsuccessful for other reasons than those listed, the fault of the airline, as well as for reasons beyond the control of airlines, but recognized valid in pre-trial or judicial procedure.

In case of involuntary refusal of carriage of the passenger or part of the carriage in connection with the violation of the terms of carriage of passengers returned the amount paid for transportation, except in the case when the passenger transportation has been partially performed, and the passenger took made part of the journey. If the passenger accepted a fulfilled part of transport, a sum for a not fulfilled part of transport is returned to the passenger. The authorized Agent of the Airline at whose place the passenger paid transportation makes all the payments and the payments.

Article 19. Liability of airlines and passengers

The Airline's responsibility

The airline shall be liable to the passenger of the aircraft in the manner prescribed by the legislation of the Russian Federation, international treaties of the Russian Federation.

For violation of customs, currency, sanitary, in quarantine and other rules the airline is bearing responsibility in accordance with legislation of the Russian Federation.

Responsibility of the Airline for causing harm to life or health of the aircraft passengers

The airline bears responsibility for harm caused at air transport of a passenger to his life or health, is specified by the Air Law of the Russian Federation, international agreements of the Russian Federation or, if larger amount of compensation of the mentioned damage is not provided for by the contract of air transport of a passenger, in accordance with civil legislation.

The airline is obliged to provide compensation for harm caused during air carriage life of passenger aircraft, persons with the right to reparation in the event of death in accordance with civil legislation, in the absence of such citizens, parents, spouse, children of the deceased passenger aircraft and, in the case of death of a passenger aircraft, which had not had an independent income, citizens, from whom he was dependent on the , in the amount of two million dollars. The said compensation shall be apportioned between the citizens, have the right to receive it, in proportion to the number of such citizens.

The airline is obliged to provide compensation for harm caused during carriage health passenger aircraft, in an amount determined on the basis of the nature and severity of injury in accordance with the regulations established by the Government of the Russian Federation. The size of the specified compensation may not exceed two million dollars.

If determined in accordance with the civil legislation of the amount of compensation for damage caused during the carriage by air of life or health of the aircraft passengers, exceeding the amount of compensation in respect of compensation of damage, the payment of such compensation does not release the Airline from the compensation for such damages in excess amount produced compensation.

For the purposes of this article the air passenger transportation includes the period from the passing of passenger aircraft pre-flight inspection for aircraft landing and up to the moment when the passenger aircraft under the supervision of the officials of the carrier left the airfield.

Airlines Responsibility for loss, shortage or damage to checked baggage and hand luggage of passengers

The airline is responsible for the loss, shortage or damage (or deterioration) of baggage after it was accepted for carriage by air and to the issuance of the passenger or to transfer it according to the rules to another citizen or legal person if it proves that it took all necessary measures to prevent harm or such measures could not be taken.

The airline is responsible for the safety of the passenger things, unless he proves that the loss, shortage or damage (or deterioration) of these things have occurred as a result of circumstances that airline could not prevent and whose removal from it did not depend on either the intention of the passenger.

The airline is exposed to responsibility for a loss, shortage, or the luggage damage (damage) if it does not prove they were not a result of the Airline's intentionally committed acts (inaction) or they occurred not during carriage.

For a loss, shortage, or the damage (damage) of luggage, as well as of things arising with a passenger the Airline is taking responsibility in the following size:

- for loss, shortage or damage (or deterioration) of baggage accepted for transportation with a declared value - in the amount of the declared value. For carriage of baggage with a declared value per passenger will be charged an additional fee the amount of which is fixed by the contract of carriage by air of baggage;
- for loss, shortage or damage (or deterioration) of baggage accepted for transportation without a declared value - in the amount of its value, but not more than six hundred rubles per kilogram of luggage;
- for loss, shortage or damage (or deterioration) of the luggage of the passenger - in the amount of their value, and in the case can not be established - at the rate of not more than eleven thousand rubles
- for loss or damage (or deterioration) of special funds for transportation (including wheelchairs), belonging to passengers with disabilities and other persons with disabilities, the carrier is liable in the amount of the value of these assets.

The cost of baggage and luggage of the passenger is determined based on the price specified in the account of the seller or envisaged by the agreement, and in its absence, on the basis of the average price for the like product existed in the place where the luggage to be delivered, on the day claim is satisfied voluntarily or on the day of the judgment, if the claim is not satisfied voluntarily.

For a loss, shortage, or the damage (damage) of luggage, as well as of things arising with a passenger the Airline during the international traffic by air takes responsibility in accordance with international agreements.

Conditions which exclude responsibility of the Airline

The Airline's responsibility must not exceed the sum of actually caused damage.

The airline is not responsible and does not compensate for any damage caused directly or indirectly due to compliance with the laws, rules and regulations of public bodies and this Regulation, or due to non-compliance with their passenger.

The airline is not responsible and does not compensate for any damage caused through no fault of Airline or incurred for any reason, uncontrolled by him (including: natural disaster, weather conditions, Act of unlawful interference, the requirements of the State bodies, etc.).

The airline shall not be liable if the death or injury of the passenger were the result of his condition. The airline is not liable to the Passenger in a case brought to it by or on behalf of which intentionally caused damage that led to the death, injury, personal injury to passengers or damage to their baggage in transit.

The airline is exempt from liability if he proves that the loss, shortage or damage to baggage occurred due to circumstances, which it could not prevent or eliminate that from it does not depend, in particular, due to:

- faults of a person having given or having received luggage;
- natural properties of transported items;
- of the disadvantages of package which could not be noticed at the external inspection of baggage that is accepted;
- specific properties of objects located in the luggage or substances that require special conditions or precautions for transportation and storage.

The airline is not responsible:

- for shortage of mass of luggage in transit of it in case of an arrival and return of it to the Passenger in right package without traces of a theft or damage if the Passenger does not prove shortage of luggage took place and occurred through the Airline's fault;
- for the delay in delivery of luggage due to circumstances beyond the control of the Airline, in particular due to adverse weather conditions, natural disasters, interventions in the transportation process is not authorized by the parties, etc .;
- for damage and loss of money, jewelry, precious metals, silverware, valuable and business papers, medicines, keys, passports, certificates and other items put into the luggage requiring special storage measures in transport.

The airline is not responsible in case of failure of the passenger service provided it is not obliged to pay damages or expenses incurred by the passenger as result of such refusal.

The airline is not responsible (including financial) for lost personal belongings (including any electronic device) that as a result of actions or omissions of the passenger fell, rolled up, collapsed, rolled up in a technological niche aircraft access which is limited or impossible because of design features of the aircraft.

Agreement to increase the limits of liability of the carrier

The airline has the right but not the obligation to enter into agreements with passengers, on increasing its liability limits compared to the limits established by the Air Law of the Russian Federation and international treaties of the Russian Federation.

Passengers responsibility

The passenger for violation of customs, currency, sanitary, in quarantine and other rules is bearing responsibility in accordance with legislation of the Russian Federation.

If the airline has suffered damage through the fault of the passenger, the passenger is financially Responsible within Airlines caused damage.

The passenger is bearing responsibility for violation/non-implementation:

- Of these Rules of transportation (photography, filming, and use of tools radio communication);
- Of the rules of behavior of passengers on board of the Airline's aircraft;
- orders of the Commander of the aircraft;
- fire safety regulations of the sanitary-hygienic ones, sanitary anti-epidemic and other such rules;
- rules for the transport of dangerous substances or objects;
- flight safety rules (attempt to open the door, the door of the aircraft, the failure of the fasten seat belt, smoking in the aircraft, or the wrong place in the terminal building, and so on).

Passenger is responsible for violation of public order, the order in the terminals and city agencies, airports, airfields and aircraft, including those responsible for unlawful acts relative to other passengers and airlines employees.

The limits of administrative responsibility and criminal liability are set in accordance with legislation of the Russian Federation or legislation of the host country.

Article 20. Claims Procedure

The airline does not consider complaints spoken out by the telephone or sent only by email. Claim should be submitted in writing and sent by post to the address below or sent by e-mail with the obligatory send the original claims and the enclosed documents by mail.

Commercial act drawn up at the baggage claim to certify the event of improper transportation of passenger baggage, including in case of shortage or damage (spoilage) of luggage lost or lost luggage.

If the person having identification baggage tag, does not present any claims on receipt of checked baggage, it is sufficient proof that the baggage delivered in good condition and according to the contract of carriage by air, unless the passenger is not proven otherwise.

In the event of a breach of the contract of carriage, the passenger has the right to submit to the Airlines claim discretion over airline representation at the airport of departure or destination, or at the following address: 115114, Moscow, 1-St Kozhevnikhesky pereulok 6, p. 1, floor 4, Office 404. To claim all the necessary documents confirming the passenger's right to claim compensation must be accompanied by ticket receipt baggage, baggage tag, a commercial act. The person concerned must prove the claim.

The lack of commercial act does not deprive the passenger the right to lodge claims and claim.

Persons entitled to make claims for breach of contract of carriage of passengers:

- in case of loss, shortage or damage (spoilage) of luggage as well as delay its delivery to the passenger or entitled person upon presentation of a baggage receipt or a commercial Act, duly executed power of Attorney;
- In case of the discontinuation on the Carrier's initiative the contracts of air transport of a passenger are a passenger.

Terms and a procedure of complaint making during internal aircraft operations

The claim to the carrier in domestic can be made within six months. Specified period shall run from the date of the occurrence of the event-giving rise to the claim.

The carrier shall be entitled to take into consideration the claim after the deadline, if a good reason for the lapse of claiming.

The terms and procedure for submission of claims for international air transport

In the case of damage (spoilage) of luggage during international air transport a person entitled to receive it, an injury must assert carrier notification in writing not later than seven days from the date of receipt of the baggage. In case of delay in delivery of baggage claim must be made within twenty-one days from the date, the baggage has been placed at the disposal of the person entitled to receive it. The notification is the basis for the drafting of the commercial Act.

In case of loss of baggage claim to the Airline can be made within eighteen months from the date of arrival of the aircraft at the destination airport, from the date on which the aircraft ought to have arrived, or from the date of termination of the carriage.

In case of detection of harm outside the airport, the passenger must prove the guilt of an airline damage.

The passenger must provide a bill for the repair of the damaged luggage (if the luggage is subject to repair) or receipt to its cost and to report the date of acquisition (if the luggage is beyond repair).

In a case of need it is suggested the passenger to put a photo of damaged baggage at the Airline's disposal, give the make, the article number, the place of a purchase or provide luggage for disposal.

The airline is not responsible for minor damage to baggage (scratches, abrasions, no padlock, etc.) without affecting its continued operation.

If the damage is in the contents of baggage, the passenger indicates the statement cost of damaged things and passes them to the Airline if necessary.

Responsibility of the Airline for the loss, shortage or damage (or deterioration) to the international carriage by air of baggage accepted for carriage without declared value is limited to the sum of USD 20 per 1 kg of luggage.

Responsibility of the Airline for the loss, shortage or damage (or deterioration) in the indoor air baggage accepted for carriage without declared value, is limited in the amount of their value, but not more than 600 (six hundred) rubles per 1 kg of luggage.

In case of loss of baggage in addition to the documents listed in clause 20.1. A statement must accompany rules to claims for loss of baggage from the passenger list of the things that were in the baggage, and the indication of their value.

In case of shortage of things of luggage in addition to the documents listed in paragraph 20.1. of Rules – by a claim an application of a passenger with a list of lost things must be enclosed.

Compensation is made in the case, if the difference in weight of the registered baggage and received.

The airline is not responsible for the loss, shortage or damage (or deterioration) in the case of hand baggage and other property of the passenger, except when it is proved that the damage had been caused by its fault.