

If you need any assistance to complete the form, please, contact us by:

8 800 5555 800 or via e-mail: spravka@rusline.aero

Appendix #1 for

«INQUIRY SERVICES REGULATIONS»

To: Dmitry Mirgorodskiy, CEO of Rusline Airlines

From: _____
Full name

Passport's serial number* _____

Contacts: telephone _____ \ e-mail _____

Zip code _____ address _____

Inquiry

Please, submit a report with respect to* _____

_____ (applicant, one of the family in respect of whom the applicant is entitled to request; employee)
concerning flight:

Departure date* _____ (not longer than 3 years ago)

Flight number* _____ Destination* _____

Flight ticket number* _____

Tick the point of inquiry (one point = one invoice) *

- statement of carriage under an air ticket;
- statement of rout diversion;
- statement of cause, time of delay or change of departure time (underline as appropriate);
- statement of cause of flight cancellation;
- information about the total orthodromic route length;
- statement of regular fares (economy and business);
- statement of cost of an air ticket which was actually used for carriage at certain date for certain destination (minimum and maximum rate);
- statement of purchase \ cancellation (underline as appropriate) of an air ticket which was booked via web-site of JS Rusline Airlines;
- statement of ticket refund;
- statement of cost of each leg;
- statement of applicable discounts;
- statement of stopover (non-reported transfer, tech stop, other);

Send the statement for inquiry to * (two points are available):

- Post;
- E-mail;
- Fax;
- Deliver by hand (personally by phone);

I have read and understood the «INQUIRY SERVICES REGULATIONS»*

Yes \ No (underline as appropriate)

The invoice for inquiry service in the amount of _____ is attached.

Date _____

Signature _____ Full name _____ Stamp of company

*- mandatory field.