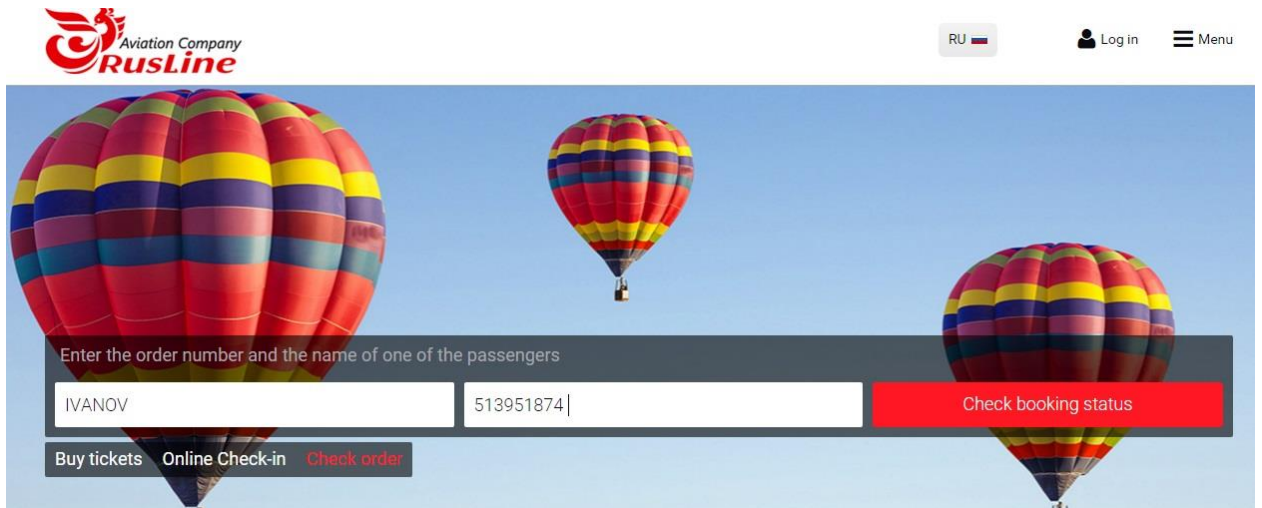


Instructions for ticket refund

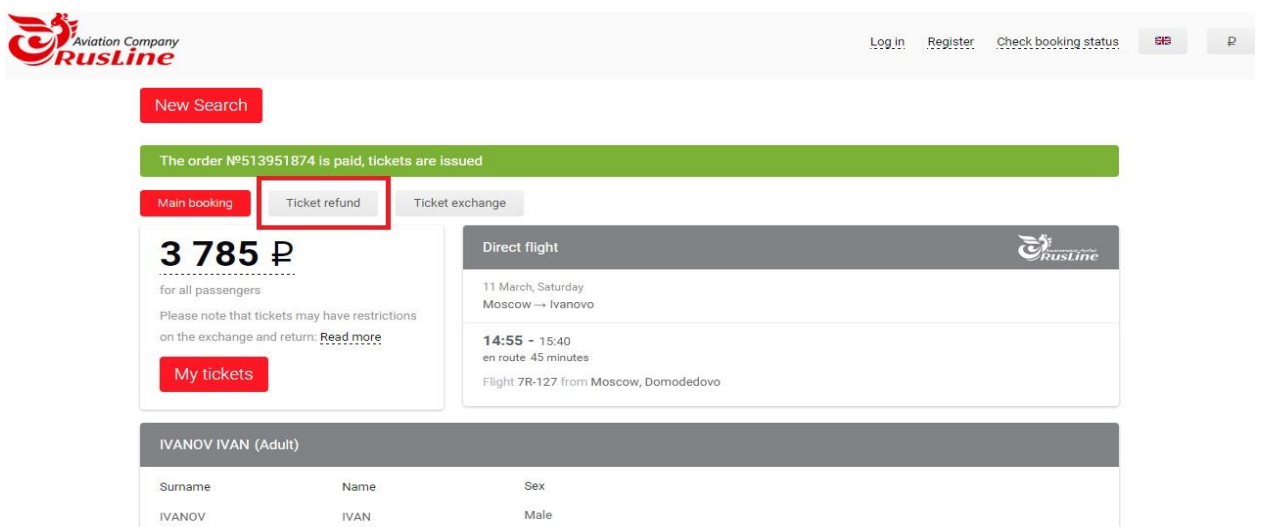
STEP 1. SEARCH ORDER



- Enter search criteria in accordance with the data received while ticket processing

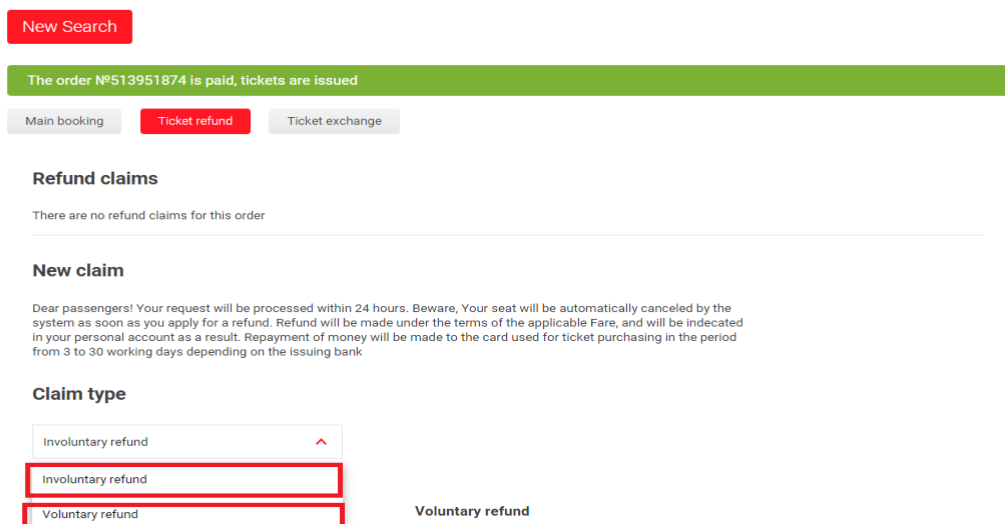
Click «Check booking status»

STEP 2. SUBMIT APPLICATION



Click «Ticket refund»

STEP 3. NEW CLAIM



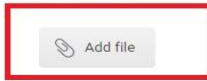
- Select refund type

Reasons for refund

Describe in detail the reasons for refund:

Supported documents

Please, attach documents confirming that you refund is involuntary. You can attach up to 5 files (jpeg, gif, png, pdf, doc, docx).



- In case the refund is involuntary state the reason
- Attach supporting documents

Contact details

Name	Phone	E-mail address
IVAN	+71234567890	5555@rusline.aero

Change contact details if needed

I agree to the refund conditions and understand that after submitting this request these tickets become invalid.

[Make an enquiry](#)

- Change contact details if necessary
- Confirm the refund conditions

Click «Make an enquiry»

STEP 4. Refunded amount calculation

Refresh the browser page

The order №513951874 is paid, tickets are issued

[Main booking](#) [Ticket refund](#) [Ticket exchange](#)

Refund claims

Claim 513951902
Status Approved
Total sum for refund 3 785 ₽: View calculation details

- As soon as the request is processed you will receive a corresponding notification to your e-mail address.