

 Nordwind Airlines  Limited Liability Company "NORD WIND"	<b>Rules for Air Transport of Passengers and Baggage</b>		
	Edition 5	Revision 2	Effective from 28 July 2025
			<b>i-01-005</b>

**APPROVED BY**

Director General  
LLC "NORD WIND"

\_\_\_\_\_ Igor Shvetsov

\_\_\_\_\_ 2025

# Rules for Air Transport of Passengers and Baggage of LLC "NORD WIND"

Moscow – 2025

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### 0.1. Document Approval

Approval procedure is performed in accordance with the requirements of "Document Management" documented procedure, [p-01-001](#).

List of Approvals, [f-01-037](#), is an integral part of this document.

### 0.2. Document Details

Document No.	i-01-005	Edition No.	5
Document name	Rules for Air Transport of Passengers and Baggage of LLC "NORD WIND"	Revision No.	2
Document type	Work Instruction	Revision/Edition date	30 May 2025
Manager	Ground Handling Director		
Prepared by	Technology's division head		
Developer's telephone, email	+7 (495) 730-43-30, ext. 416, <a href="mailto:y.desukov@nordwindairlines.ru">y.desukov@nordwindairlines.ru</a>		
Место нахождения документа	Document and Contract Management Department (DCMD)		

### 0.3. Revision History

Issue/ Revision	Revision/ cancellation date	Revision author	Description	File name
1/0	12.01.2011	S. Kos'kin	Original version	<a href="#">i-01-005 0.doc</a>
2/0	06.09.2013	A. Samsonenko	Amendments	<a href="#">i-01-005 2 0.doc</a>
3/0	12.12.2016	S. Peganov	Scheduled revision; Amendments in accordance with requirements of the Quality Management System.	<a href="#">i-01-005 3 0.doc</a>
3/1	06.04.2017	S. Peganov	Amendments due to the baggage unit availability concept	<a href="#">i-01-005 3 1.doc</a>
4/0	01.08.2017	S. Peganov	Amendments and supplements. Updating in accordance with current requirements.	<a href="#">i-01-005 4 0.doc</a>
4/1	13.09.2017	S. Peganov	Supplements to the baggage carriage procedure	<a href="#">i-01-005 4 1.doc</a>
4/2	17.10.2017	S. Peganov	Amendments to the baggage and hand luggage allowances. Amendments in accordance with the Air Code of the Russian Federation No. 60-FZ dated 19.03.1997, as updated 30.09.2017. Amendments in accordance with FAR-82 as amended 05.11.2017. Review to update the manual.	<a href="#">i-01-005 4 2.doc</a>

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Issue/ Revision	Revision/ cancellation date	Revision author	Description	File name
<b>4/3</b>	28.01.2018	S. Peganov	Amendment to the rules of transport of the skiing and snowboarding equipment	<a href="#">i-01-005 4 3.doc</a>
<b>4/4</b>	19.03.2018	Y. Korsak	Amendment of i. 8.5.4; 8.12.10; chapter 9.14	<a href="#">i-01-005 4 4.doc</a>
<b>4/5</b>	05.06.2018	Y. Korsak	Amendments in accordance with the Air Code of the Russian Federation No. 60-FZ dated 19.03.1997, as updated 27.05.2018; Review to update the manual.	<a href="#">i-01-005 4 5.doc</a>
<b>4/6</b>	03.07.2018	Y. Korsak	Additions to chapter 8.3 Review to update the manual.	<a href="#">i-01-005 4 6.doc</a>
<b>4/7</b>	27.11.2018	M. Kladovikova	Amendment of sections 7, 8, 9; Amendments in accordance with requirements of the Quality Management System	<a href="#">i-01-005 4 7.doc</a>
<b>4/8</b>	14.02.2019	Y. Desukov	Amendment of items 8.13.24, 8.13.27, 9.8.3.; 9.8.7-9.8.12 – the text is replaced with section 9.9; 9.8.13, 9.8.14 – change of numeration to 9.8.7 and 9.8.8; 9.9; numeration is changed from 9.10 to 9.11	<a href="#">i-01-005 4 8.doc</a>
<b>4/9</b>	23.10.2019	I. Kochubey	4.27. – supplemented. 4.30. – supplemented. 7.1.20.– supplemented. 7.3.3. – supplemented. 7.14.3.– amended. 7.17.2. – supplemented. 8.5.3.– amended. 8.5.5.– amended. 8.5.6.– supplemented. 8.13.23. – added. 8.17.– supplemented. 9.9.3. – supplemented. 9.11.13., 9.11.14 supplementedы. 9.11.15, 9.11.16 addedы. 9.14.2. – added. 9.15.12. – supplemented	<a href="#">i-01-005 4 9.docx</a>
<b>4/10</b>	28.05.2020	I. Kochubey	4.31. – added; 7.14.6. – amended. 7.16.2. – amended; 8, 9 amended. Annex A added	<a href="#">i-01-005 4 10.docx</a>
<b>4/11</b>	05.11.2020	I. Kochubey	9.4.1 – amended; 9.4.3 – amended	<a href="#">i-01-005 4 11.docx</a>
<b>4/12</b>	14.01.2021	O.Kosov	7.9.1. – updated; 8 – order amended; 8.6.1., 8.6.2., 8.6.4. – supplemented; 9.4. – updated; 9.5. – added	<a href="#">i-01-005 4 12.docx</a>
<b>4/13</b>	27.01.2021	O.Kosov	7.14.6. – amended; 8.4. – amended;	<a href="#">i-01-005 4 13.docx</a>

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Issue/ Revision	Revision/ cancellation date	Revision author	Description	File name
			9.2.6. – supplemented; 9.5.2. – amended; 9.12.13. – amended; 9.12.14. – amended; 9.13.1. – amended; 9.13.18. – deleted; 9.14. – title amended; 9.17.12. – amended; 10.1.12. – added; Added par. 2.2.6 in Annex A	
<b>4/14</b>	12.04.2022	Y. Desukov	2.1 – amended; 3.2 – supplemented; 4 – supplemented; 8.6.6 – amended; 8.10.1 – amended; 8.12.1 – amended; 8.19 – added; 9.4 – amended; 9.4.10 – amended; 9.4.13 – added; 9.9.6 – amended; 9.9.1 – supplemented; 9.12 – amended; 9.13 – amended; 9.14 – amended; 9.17 – amended	<a href="#">i-01-005 4 14.docx</a>
<b>4/15</b>	03.10.2022	Y. Desukov	3.1. – amended; <b>Ошибка! Источник ссылки не найден.</b> – s upplemented; 8.3.2– amended; 8.3.5 – amended; 8.9.17 – deleted; 8.13.28 – deleted; 8.13.30 – added; <b>Ошибка! Источник ссылки не найден.</b> – s upplemented; 9.13.12 – amended; 9.13.13 – amended; 9.13.18 – supplemented; 9.14.3 – supplemented; 9.14.9 – added; 9.21 – added	<a href="#">i-01-005 4 15.docx</a>
<b>4/16</b>	10.04.2023	Y. Desukov	8.5.4 – amended. 8.6.6 – amended. 8.9.14 – amended. 8.18.1 – amended. 9.4.4 – amended. 9.4.5 – amended. 9.13.14 – amended.	<a href="#">i-01-005 4 16.docx</a>

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Issue/ Revision	Revision/ cancellation date	Revision author	Description	File name
			9.13.15 – amended. 9.18 – amended	
<b>4/17</b>	25.04.2023	Y. Desukov	3.1 – supplemented; 8.18 – amended; 9.4.4 – amended; document updated in line with amended QMS document requirements	<a href="#">i-01-005 4 17.docx</a>
<b>4/18</b>	27.11.2023	Y. Desukov	Document updated in line with amended QMS document requirements of the 3 <sup>rd</sup> level. Also: 7.4.7. – amended; 7.5.1. – amended; 7.9.1. – amended; 7.10.6. – deleted; 8.3. – renamed; 8.3.7. – added; 8.9.15. – added; 8.9.18. – added; 8.13. – supplemented (; 8.13.23. – amended; 9.10. and 9.11.– combined; 9.12. – supplemented	<a href="#">i-01-005 4 18.docx</a>
<b>4/19</b>	01.04.2024	Y. Desukov	Document updates: 4.30. – amended. 4.31. – amended. 7.1.19.– supplemented. 7.3.1. – supplemented. 7.6.8. – amended. 7.9.5. – amended. 7.9.6. – supplemented. n8.2.7, 8.3.1 – supplemented. 8.3.7 – supplemented. 8.5.4. – added. 8.6.6. – amended. 8.9.5. – supplemented. 8.9.14 – amended. 8.12.1 – amended. 8.13.4 – supplemented. 8.13.5. – supplemented. 8.19. – amended. n.9.10.4.2. – amended. 9.12.4. – amended. 9.12.19. – text moved to 9.12.4. 9.13.2. – supplemented. 9.13.3. – supplemented. 9.16. – amended. 10.1.12. – amended. 10.5.1. – amended	<a href="#">i-01-005 4 19.docx</a>

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Issue/ Revision	Revision/ cancellation date	Revision author	Description	File name
<b>5/0</b>	07.11.2024	Y. Desukov	2.1. – amended. 4.32. – added. 7.1.18. – amended. 7.9.3 – amended. 7.17.3 – supplemented. 8.2.12 – amended. 8.3.7.2. – amended. 8.4.2 – amended. 8.9.8 – added. 8.9.9 – added. 8.9.16 – supplemented. 8.12.5 – supplemented. 8.12.10. – amended. 8.13.10. added. пп.8.17.4-8.17.5 – supplementedы. 9.4.12 – supplemented. 9.9.3 – supplemented. 9.11 – amended. 9.12 – amended. 9.12.6 – added. 9.12.7.1 – amended. 9.14.11. – added. 9.15.2.2 – amended	<a href="#">i-01-005 5 0.docx</a>
<b>5/1</b>	2025.01.20	Y. Desukov	3 – supplemented with the definition of "adjacent seats" (84.1 FAR-82); 7.10.2, 7.10.3 – deleted; 8.2.16, 8.2.17, 8.9.10, 8.9.11 – added; 8.9.12, 8.9.13 – text deleted and numeration changed respectively; п2.1, 8.2.15, 8.9.6, 8.9.17, 8.12.10, 9.14.11, 9.20.2.4, 9.20.3.2, 9.20.4.1 – amended	<a href="#">i-01-005 5 1.docx</a>
<b>5/2</b>	30.05.2025	Y. Desukov	Amended: sections 3 and 4; para. 2.1, 7.1, 7.3, 7.14.6, 7.17.3, 8.1, 8.2, 8.3, 8.6, 8.7, 8.10, 8.11, 8.13.22, 8.16, 8.17.8, 9.2, 9.4, 9.5, 9.8.1, 9.9, 9.10, 9.11, 9.14, 9.15, 9.18, 10.1. Par. 9.20.6 added	<a href="#">i-01-005 5 2.docx</a>

#### 0.4. Copyright

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## 2. CHANGE INTRODUCTION SYSTEM

- 2.1. All amendments hereof and supplements to this document shall be agreed with the First Deputy Director General, Deputy Director General for Transport Security, Deputy Director General for Flight Organization – Flight Director, Deputy Director General – Commercial Director, Ground Handling Director, Head of Flight Attendants, Head of Audits and Quality Assurance, Head of Documentation and Contract Management Department, and BLS Custos Group LLC (under Legal Service Contract), to be subsequently approved by LLC "NORD WIND" Director General.
- 2.2. When revised or reissued, the document shall be in accordance with the requirements for current changes and editing stipulated by "Document Management" documented procedure, [p-01-001](#), and "QMS Requirements for Documentation" documented procedure, [i-01-034](#).
- 2.3. The current version of this document is stored in the electronic document management system of LLC «Nord Wind» and in its corporate website [http://sirius:8080/nws\\_intranet/](http://sirius:8080/nws_intranet/). All interested employees of LLC «NORD WIND» must be informed of and have access to the current document version at their workplaces.

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### 3. TERMS, DEFINITIONS, AND ABBREVIATIONS

This document use the terms, definitions and abbreviations as defined in:

- ICAO and IATA Standards and Recommended Practices;
- Air Law of the Russian Federation;
- National Standard "GOST ISO 9000-2015 "Quality Management Systems – Fundamentals and Vocabulary";
- "List of nomenclated numbers and abbreviated names of structural subdivisions/subdivision units of the Airline", approved by the order of the Director General;
- the Operating Instruction [i-01-001](#), "Management Terms", and:

#### 3.1. Terms and definitions

- **adjacent passenger seats** means adjacent passenger seats onboard the aircraft located in the same row, not separated by an aisle (FAR-82, version 12, item 84.1).

#### 3.2. Abbreviations

- **TSU** means Transport Security Unit.

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#### 4. REFERENCE REGULATIONS

These Rules are established in consideration of and in compliance with the following legislation:

- 4.1. Convention for the Unification of Certain Rules Relating to International Carriage by Air (Warsaw Convention of 1929).
- 4.2. Hague Protocol (Protocol to Amend the Convention for the Unification of Certain Rules Relating to International Carriage by Air, dated 1955).
- 4.3. Convention on International Civil Aviation (Chicago Convention of 1944).
- 4.4. Convention for the Suppression of Unlawful Acts against the Safety of Civil Aviation (Montreal, 1971).
- 4.5. Convention on Offences and Certain Other Acts Committed on Board Aircraft (Tokyo, 1963).
- 4.6. ICAO and IATA applicable regulations.
- 4.7. IOSA Standards and Recommended Practices.
- 4.8. ICAO technical instructions for safe transport of dangerous goods by air (Doc.9284).
- 4.9. Regulatory and guidance documents of the authorised regulators in the civil aviation field, Ministry of Transport of the Russian Federation.
- 4.10. Civil Code of the Russian Federation (Part 1) dated 26 January 1996 No. 14-FZ.
- 4.11. Air Code of the Russian Federation dated 19 March 1997 No. 60-FZ.
- 4.12. Civil Code of the Russian Federation (Part 1) dated 30 November 1994 No. 51-FZ.
- 4.13. Federal Aviation Rules of the Russian Federation, the effective version.
- 4.14. Code of Administrative Offences of the Russian Federation dated 30 December 2001 No. 195-FZ.
- 4.15. Law of the Russian Federation dated 07 February 1992 No. 2300-1 "On Protection of Consumer Rights".
- 4.16. Law of the Russian Federation dated 27 July 2006 No. 152-FZ "On Personal Data".
- 4.17. Law of the Russian Federation dated 13 December 1996 No. 150-FZ "On Weapon".
- 4.18. Law of the Russian Federation dated 14 June 2012 No. 67-FZ "On Compulsory Liability Insurance of Carriers against Damage to Property or Passenger Life or Health and the Procedure for Recovering Damage Caused by Underground Transport".
- 4.19. Law of the Russian Federation dated 15 August 1996 No. 114-FZ "On the Procedure of Entrance to and Departure from the Russian Federation".

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- 4.20.** Federal Law No. 16-FZ dated 09 February 2007 "On Transport Security".
- 4.21.** Decree of the Russian Federation Government dated 15 November 1997 No. 1314 "On Approval of the Rules for the Use of Military Light Weapon and Other Weapon and Ammunition, as well as Cold Weapon by National Military Institutions".
- 4.22.** Decree of the Russian Federation Government dated 21 July 1998 No. 814 "On Procedure for Controlling the Use of Civil Weapon and Service Weapon and Ammunition in the Russian Federation" (together with "Rules of Civil and Service Weapons and Ammunition in circulation on the territory of the Russian Federation", "Regulation on the filing and publication of the State Cadaster of Civil and Service Weapons and Ammunition to it").
- 4.23.** Directive of the Russian Federation Ministry of Transport dated 16.08.2021 № 275 "On Approval of Federal Aviation Rules "On the Air Carriage of Weapon and Ammunition".
- 4.24.** Directive of the Russian Federation Ministry of Transport dated 25 September 2008 No. 155 "On Approval of the Rules for Establishing and Applying Fares and Fees in Relation to Scheduled Flights of Civil Aviation".
- 4.25.** Directive of the Ministry of Transportation of the Russian Federation dated 28 June 2007 No. 82 "On Approval of the Federal Aviation Rules of Russia. General Rules of Passenger, Baggage, and Cargo Transport by Air. Requirements to Passenger, Consignor, and Consignee Servicing" (FAR-82).
- 4.26.** Directive of the Russian Federation Ministry of Transport dated 15.02.2016 No. 24 "On Approval of the Procedure for Servicing Limited-Capacity Persons at Airports and Onboard of Aircraft".
- 4.27.** Directive of the Russian Federation Ministry of Transport dated No. 34 dated 04 February 2025 "On Establishing the Rules for Screening, Extra Screening, Re-Screening, Observation and/or Interview for Transportation Security Purposes".
- 4.28.** Directive of the Russian Federation Ministry of Transport dated 08 November 2006 No. 134 "On Approval of the Electronic Ticket and Baggage Receipt Forms for Civil Aviation".
- 4.29.** Presidential decree of the Russian Federation of November 22, 2023 No. 889 (as amended on 04.01.2024) "Questions of citizenship of the Russian Federation" (together with the "Regulations on the procedure for considering citizenship of the Russian Federation questions").
- 4.30.** Methodical Guidelines for the pre-flight and after-flight procedures for handling the disabled eyesight passengers traveling with the Seeing Eye dog, a letter from Russian FATA's Central Office, the Outpost Registration Numb. -9.1092/ЎМТҮ dated 26.02.2024.

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- 4.31. Russian Government Order № 1510 dated as of November 07, 2024 «On probation of new rules for entry to/exit from the Russian Federation for foreign citizens and persons without citizenship».
- 4.32. "List of nomenclature codes and abbreviated names of the Carrier's structural divisions/units/departments/positions", by the Order of the LLC "NORD WIND" Director General.
- 4.33. [m-01](#) "Guidance on Quality / Quality Manual".
- 4.34. [p-01-001](#) "Documentation Management".
- 4.35. [i-01-001](#) "Management Terms".
- 4.36. [i-01-034](#) "QMS Requirements for Documentation".

*Note.* If a reference document is superseded (amended), the superseded (amended) document should be used while referring to these operating instructions. If a reference document is superseded without replacement, the text referring hereto applies to the extent that it does not affect this reference.

## 5. EXCLUSIONS

No.

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## 6. GENERAL PROVISIONS

### 6.1. General Provisions

6.1.1. These Rules for Air Transport of Passengers and Baggage of LLC "NORD WIND" (the "Rules") are elaborated in accordance with the Russian Federation Air Code, Chapter XV; and Federal Aviation Rules of Russia "General Rules of Passenger, Baggage, and Cargo Transport by Air. Requirements to Passenger, Consignor, and Consignee Servicing," as approved by the Russia's Ministry of Transport Directive dated 28 June 2007 No. 82; and other Russian and international laws and regulations relating to air carriage.

Any reference of "these Rules" mean these Rules and, if not expressly stipulated otherwise, applicable provisions of the Federal Aviation Rules (excluding provisions that may be or have been contradicted by these Rules).

6.1.2. The Rules are applied to international air carriage of passengers and baggage performed by the Carrier, if such carriage does not contradict any conventions relating to international civil aviation, ICAO documents, and applicable international treaties and agreements on air transport, signed by the Russian Federation

6.1.3. The Rules establish general terms and conditions for air carriage of passengers and baggage, and such terms and conditions shall be complied with when entering into and performing under Air Carriage Contracts in relation to passengers and baggage.

6.1.4. When entering into the Air Carriage Contract in relation to passengers and baggage, the Carrier applies rules, fares, and fees in effect for the issue date of a relevant carriage document.

6.1.5. All disputes on application of these Rules or resulting documents and regulations in relation to passengers, their baggage, sales, registration of carriage documents, embarkation/disembarkation, or loading/unloading shall be solved by the Carrier's officers, Authorised Agents (General Agent) or the Handling Company's officers in accordance with their respective powers-of-attorney.

6.1.6. Charter flights shall be performed in accordance with an applicable Charter Contract and these Rules, if not stipulated otherwise in such contract between the charterer and the carrier.

6.1.7. LLC "NORD WIND" complies with its Quality Policy, Flight Safety Policy, and Aviation Security Policy and applies related procedures in accordance with applicable provisions hereof.

### 6.2. Scope

6.2.1. These Rules shall be applied for domestic, international, scheduled, and charter flights performed in fact by LLC "NORD WIND" in order to carry passengers and baggage.

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6.2.2. These Rules establish rights, obligations, and liabilities for LLC "NORD WIND", its authorised agents acting in the name of LLC "NORD WIND", and individuals using their services and are compulsory for the parties listed above.

6.2.3. These Rules are an integral part of the Nord Wind Air Carriage Contract.

6.2.4. When a passenger enters into the Air Carriage Contract, the Carrier shall apply the version of the Rules, as effective on the issue date of a relevant carriage document.

### **6.3. Compliance**

6.3.1. Rights, responsibilities, and liabilities of the parties under the Air Carriage Contract in relation to passengers and baggage shall be governed with:

- Conventions relating to international civil aviation and applicable international treaties and agreements signed by the Russian Federation;
- The Russian Federation Air Code and other laws and regulations;
- These Rules.

6.3.2. International carriage of passengers and baggage is subject to applicable regulations, rules, and directives of competent authorities of a country to, from or over which such carriage is/shall be performed.

6.3.3. In the case when a provision of these Rules or a carriage document conflicts with laws or legislation of a certain country and cannot be changed by mutual agreement of the Air Carriage Contract between the parties, such provisions shall be valid and deemed part of the Air Carriage Contract only to the extent not conflicting with such laws and legislation. Invalidity of any provision hereof shall not cancel validity and legal force of other provisions hereof.

6.3.4. During international flights, the Carrier responsibilities and liabilities are regulated by conventions relating to international air carriage and ICAO and IATA regulations, IOSA standards and recommended practices, except for flights not determined as international ones by the above.

### **6.4. Rules Changes**

6.4.1. These Rules and resulting manuals, guidelines, instructions, and other provisions published by the Carrier in relation to air carriage may be changed without prior notice to Passengers, provided such changes shall not be applied to a Passenger which has already entered into the Air Carriage Contract. Any changes of these Rules come in effect upon their official approval.

These Rules may be changed in order to ensure compliance with applicable laws and legislation of the Russian Federation and international treaties and agreements relating to air carriage.

6.4.2. The Carrier's officers and Agents that render services on the Carrier's behalf and arrange servicing of passengers and baggage shall not be entitled to change or cancel any provisions hereof.

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## 7. CONDITIONS OF AIR CARRIAGE OF PASSENGERS AND BAGGAGE

### 7.1. Air Carriage Contract

7.1.1. Under the Air Carriage Contract in relation to a Passenger, LLC «NORD WIND» undertakes to carry such Passenger to the destination specified, by providing the Passenger with the seat listed in the Ticket and located in the aircraft performing the flight to such destination. If the Passenger checked-in any baggage, the Carrier undertakes to carry such baggage to the destination and issue to the Passenger or his/her designee

7.1.2. LLC "NORD WIND" or its officer, authorised to execute Air Carriage Contracts, may deny to execute such Contract with a passenger, who is included by the Carrier into a list of persons prohibited for air transportation, except in the following cases:

- if such person returns to the Russian Federation from a destination, where air transportation is the only transportation connection with the Russian Federation;
- if such person is subject to expulsion, deportation and readmission (transfer or acceptance by the Russian Federation in accordance with the international readmission agreement) provided that the only means of transportation connection between the Russian Federation and the point of departure or arrival is air transportation;
- if such person travels to or from the place of medical treatment;
- if such person accompanies a PRM or other passengers with health issues to or from the place of medical treatment;
- if such person travels to or from the funeral of a family member (close relative) which is to be confirmed with supporting documents.

*Note.* LLC "NORD WIND" is obliged to inform a passenger in writing about his/her inclusion into its list of persons prohibited for air transportation as well as about the cases in which execution of such Air Carriage Contracts cannot be denied to such person (stated in the items above).

For the purpose of maintaining registers of persons who are subject to air transport restrictions, LLC Nord Wind processes passengers' personal data in accordance with the laws of the Russian Federation on personal data.

7.1.3. If the Air Carriage Contract in relation to a Passenger has the provision on refunding the fare upon termination of the Air Carriage Contract, such Air Carriage Contract shall stipulate the toll-free baggage allowance and the Passenger shall, upon entering into such Air Carriage Contract, pay for the air carriage, including the carriage of the baggage exceeding the toll-free allowance.

7.1.4. When entering into the Air Carriage Contract stipulating the toll-free baggage allowance, the Passenger shall have the right to carry the baggage not exceeding the

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toll-free allowance without the need to pay for such carriage and the Carrier shall accept for carriage such baggage not exceeding the toll-free allowance.

- 7.1.5. The free of charge baggage allowance shall be established by the Carrier as a number of baggage pieces and their total weight per passenger.
- 7.1.6. If the Air Carriage Contract in relation to a Passenger does not have the provision on refunding the fare upon termination of the Air Carriage Contract, such Air Carriage Contract may omit the toll-free baggage allowance. When entering into the Air Carriage Contract not stipulating the toll-free baggage allowance, the Passenger shall pay for the carriage, including the carriage of baggage, if any, and the Carrier shall accept for carriage such baggage paid for by the Passenger in accordance with the fee established.
- 7.1.7. LLC "NORD WIND" or its authorised agent shall inform the Passengers on the terms and conditions of the applicable Air Carriage Contract, including the toll-free baggage allowance, if stipulated in the contract entered into, the hand luggage allowance, including the items listed in Article 9.4.10 hereof, articles and substances forbidden for carriage, and carriage conditions for baggage or goods purchased in an airport duty-free zone.
- 7.1.8. A Passenger shall have the right to enter, together with LLC "NORD WIND", into the Air Carriage Contract stipulating either the fare refund or non-refund upon termination of the Air Carriage Contract. LLC "NORD WIND" or its authorised agent shall inform the Passengers on the terms and conditions of the applicable Air Carriage Contract, including the procedure to refund or not refund the fare when terminating the Air Carriage Contract and the procedure to refund the fare prior to entering into the Air Carriage Contract. The procedure to inform passengers on the terms and conditions of the Air Carriage Contract, including the refund/non-refund procedure when terminating the Air Carriage Contract and the refund procedure prior to entering into the Air Carriage Contract shall be established by the Federal Aviation Rules. If the Passenger is not informed on the terms and conditions of the Air Carriage Contract, including the refund/non-refund procedure when terminating the Air Carriage Contract and the refund procedure prior to entering into the Air Carriage Contract, LLC "NORD WIND" will bear the responsibility established by applicable laws of the Russian Federation.
- 7.1.9. Carriage performed by LLC "NORD WIND" under the Passenger Air Carriage Contract and other services rendered by the Carrier are governed by:
- the terms and conditions of the Passenger Ticket;
  - applicable ticket's fares;
  - conditions of these Rules;
  - the Russian Federation laws and regulations.

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- 7.1.10. The entering into the Air Carriage Contract shall be confirmed by the Ticket and Baggage Receipt issued by LLC "NORD WIND" or its authorised agents.
- 7.1.11. Payment of air carriage shall be confirmed by a payment document.
- 7.1.12. The Passengers shall pay for his/her air carriage in accordance with published fares and for baggage carriage, if in excess of the toll-free allowance established by the Carrier.
- 7.1.13. The Air Carriage Contract shall be deemed to be entered into upon the proper and timely payment for such air carriage.
- 7.1.14. Upon full payment of the air carriage, the Carrier or its authorised Agent shall issue to or send via email to the Passenger the itinerary receipt.
- 7.1.15. Fares shall be paid within the term established in the Carrier's fare rules effective as of the booking time, via the channels specified by the Carrier exclusively.
- 7.1.16. In the case when the payment term established by the Air Carriage Contract is not complied with, such Air Carriage Contract shall be deemed null and void, unless confirmed otherwise by the Carrier.
- 7.1.17. The Air Carriage Contract shall be effective until full performance by the Carrier of all its obligations to carry the Passenger and/or baggage along the route specified in the Ticket, provided the Passenger has properly complied with his/her obligations.
- 7.1.18. The Carrier undertakes to apply all efforts within its control to carry passengers and their baggage within reasonable timeframes.
- 7.1.19. In the case when the Carrier's flight schedule is changed, the Carrier shall apply all efforts possible to inform, via all channels available, the passengers who have entered into the Air Carriage Contract with the Carrier.
- 7.1.20. The Carrier shall have the right to cancel or delay the flight or replace the aircraft type or change the route against those specified in the Ticket, if required by reasons of flight safety or transport security or upon request of competent authorities.
- 7.1.21. The Carrier shall not be held responsible for failure to inform the Passenger on a change in the flight schedule, departure/destination airport, flight cancellation or flight details, provided the Passenger failed to specify his/her contacts (phone number, email, etc.) while booking the seat or provided the Carrier could not contact such Passenger via the contacts specified, by calling each phone number or email specified at least once, including the case when incorrect data were submitted by the Passenger. In such case, the Carrier shall not refund to the Passenger the losses caused by such failure to inform.
- 7.1.22. Passengers and baggage to be transported by several carriers under the same carriage document from the departure point to the destination point shall be viewed as a single carriage, regardless of connections during or stops of such carriage. In

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this case, the Carrier shall not be held responsible for connections, if several tickets were bought.

7.1.23. In accordance with FAR-82, item 6, LLC "NORD WIND" shall have the right to assign its obligations (or a part of them) under the Air Carriage Contract to another party, including another carrier, but LLC "NORD WIND" shall remain responsible to the Passengers for such party's acts or omission and for execution of the Air Carriage Contract. In this case, the Carrier shall notify the Passenger of the actual carrier and the Passenger shall comply with such actual carrier's applicable rules and regulations.

7.1.24. Passengers may learn about the Carrier's rules and regulations in relation to booking, fares, and personal data subjects at Carrier's official website: [www.nordwindairlines.ru](http://www.nordwindairlines.ru) <http://nordwindairlines.ru> while booking their seats.

## 7.2. Booking

7.2.1. Individuals shall not use transport services provided by the Carrier, unless having booked the carriage capacities (passenger seat, weight and/or space) at the Carrier's aircraft (the "Booking").

When making a booking, a Passenger shall provide his/her mobile phone number or other communication means for further informing.

7.2.2. The booking rules for persons with physical limitations or disability are established in Chapter 8 hereof.

7.2.3. Booking shall be done by LLC "NORD WIND" or its authorised agent.

7.2.4. Passengers may book a seat and baggage space by either calling the Carrier's agent directly or via electronic systems, including the Carrier's website: [www.nordwindairlines.ru](http://www.nordwindairlines.ru).

7.2.5. Booking of carriage capacities shall not be valid unless recorded in the Carrier's booking system in accordance with applicable rules and regulations of the Carrier and does not contradict with the Air Carriage Contract.

7.2.6. Passengers may be limited in the opportunity to change or cancel their bookings, as stipulated by the Carrier's Fare Regulation.

7.2.7. Upon expiry of a limit established in the system, a booking shall be cancelled without any additional notice.

7.2.8. For the Passenger booking, the Carrier shall not be deemed to warrant to such Passenger a certain seat of a certain servicing class. The Carrier or the Handling Company shall specify the number of a seat allocated to the Passenger during the passenger check-in.

7.2.9. Passengers may book carriage capacities and be issued carriage documents to confirm transport of such Passengers and their baggage within the terms stated in the Carrier's Fare Regulation.

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- 7.2.10. The Passenger booking shall be considered a preliminary one, until the Carrier or its agent issues to such Passenger a proper carriage document.
- 7.2.11. The Carrier may cancel a booking without notifying the Passenger, if such Passenger has not paid for such booking within a stated term or failed to comply with other conditions, as set out by the Carrier's Fare Regulation.
- 7.2.12. When booking a seat, Passengers shall separately agree with the Carrier the following cases:
- Passenger accompanied by an infant (below 2 YOA);
  - Unaccompanied child to be attended by the Carrier's staff;
  - Seriously ill passenger; passenger on stretchers; passenger with eyesight loss, if accompanied by the service "see-yong eye" dog; passenger with limited mobility and/or requiring the Carrier's special care (the "limited-mobility passenger");
  - Passenger with weapon and/or ammunitions;
  - Baggage exceeding toll-free allowance (the "excess baggage");
  - Either baggage of the Passenger who entered into the Air Carriage Contract stipulating the toll-free baggage allowance, which is in excess of the toll-free allowance established by the Carrier, or baggage of the Passenger who entered into the Air Carriage Contract not stipulating the toll-free baggage allowance (the "Excess Baggage");
  - A packed piece of baggage with its sum of the three dimensions exceeding 203 (two hundred and three) cm in total (the "oversized baggage");
  - A packed piece of baggage with its weight exceeding 30 (thirty) kg (the "heavy baggage");
  - Baggage that shall be carried in the aircraft cabin only;
  - Dogs, cats, birds, and other small pets (further the "domesticated pets/birds"), allowed by the Carrier to be taken to the air carriage, or service dogs of canine departments of federal authorities (further the "service dogs").
- 7.2.13. When the Passenger submitted for carriage any baggage with its dimensions and/or number of pieces less than those booked and paid for, the differential between the paid for dimensions and/or number of pieces shall be refunded to the Passenger.
- 7.2.14. The Carrier has the right to cancel a booking for the next part of a route without notifying the Passenger, if such Passenger failed to use the booked seat at any leg of the route and to inform the Carrier of his/her intent to continue the flight.

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### 7.3. Personal Data Processing

- 7.3.1. The Carrier may not disclose to a third party any information received from the Passenger, excluding cases specified in Article 7.3.2, 7.3.3 and applicable laws of the Russian Federation.
- 7.3.2. To enter into the Air Carriage Contract upon request of the Passenger (the "personal data subject"), the Carrier has the right to process personal data of such Passenger disclosed to it in any form during booking, ticket issue, change of carriage conditions or voluntary refusal from carriage in accordance with the Federal Law 'On Personal Data' dated 27 July 2006 No. 152 (the "FZ-152"), Chapter 6, Para 1, Art. 5. For purposes of these Rules, processing of personal data means an operation or a set of operations to be performed by the Carrier under the Air Carriage Contract, whether with the help of IT equipment or not, including data collection, recording, cataloging, accumulation, storage, verification (updating or changing), retrieval, use, transfer (distribution, disclosure, or access), depersonalization, blockage, removal or deletion.
- 7.3.3. To ensure transport security, in case of international flights, LLC "NORD WIND" shall arrange transfer of passengers' personal data into automated centralized data bases of personal data in accordance with the Russian law on transport security and the Russian law on personal data as well as to the competent authorities of foreign countries according to the applicable international agreements and law of the countries of departure, arrival or transit. The volume of such data to be transferred is stipulated by the law of the Russian Federation unless otherwise stated in applicable international agreements.
- 7.3.4. In order to maintain its list of persons prohibited for air transportation, LLC "NORD WIND" shall perform processing of the passengers' personal data in accordance with the Russian Federation law on personal data.
- 7.3.5. For purposes of these Rules, Passenger's personal data include:
- фамилия, имя, отчество;
  - The passport data;
  - Residence address;
  - Contact phone;
  - Email and other data provided by the Passenger during the process of the booking and purchasing a ticket.
- 7.3.6. When a Passenger enters into the Air Carriage Contract, this confirms that such Passenger agrees with the following:
- The Carrier will record such Passenger's personal data in an automated booking and registration system and other automated systems (including cross-border data transfers, as determined by the Federal Law No. 152-FZ "On Personal Data," Art. 12);

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- The Carrier has the right to authorize its Agents or other persons involved into the sales or servicing process on behalf of the Carrier to process such Passenger's personal data.

#### **7.4. Fares and payment order**

- 7.4.1. The Carrier or its authorised agent charges applicable fares and fees for carriage of passengers and baggage by scheduled flights
- 7.4.2. Fares and fees shall be determined in accordance with the Carrier's fares established for air carriage of passengers between a certain departure and destination point (the "fares") or combined fares established for air carriage from the airport where such carriage of a passenger and his/her baggage begins under the Air Carriage Contract (the "departure airport") to the destination airport, as well as fees established by the Rules for Establishing and Applying Fares and Fees in Relation to Scheduled Flights, as approved by the Russian Federation Ministry of Transportation dated 25 September 2008 No. 155, and, if a passenger requests extra services, applicable fees established by LLC "NORD WIND."
- 7.4.3. When the Carrier's authorised agent renders the service of selecting the best route for a Passenger and/or the best fare in accordance with priority criteria for carriage as chosen by the Passenger and/or general terms and conditions of carriage established by each carrier and information services by the authorised agent services, the authorised agent may charge extra fee(s).
- 7.4.4. Fares and fees for air carriage shall be specified in the relevant carriage document.
- 7.4.5. Fares under a charter contract shall not be specified in the applicable carriage document.
- 7.4.6. Passengers shall pay the applicable fares and fees after the booking, except for the cases listed below.
- 7.4.7. The Passenger may pay for the carriage and get the ticket issued without the confirmed fixed booking for a flight in case if the ticket is issued as waiting for a free carriage capacity (the "unused seat" status of the carriage).
- 7.4.8. For carriage of passengers and baggage, the Carrier shall apply fares and fees applicable as of the ticket purchase date.
- 7.4.9. If, prior to the beginning of a flight, the Carrier changes fares, the fares for passengers who were already issued tickets shall not be changed, provided the terms and conditions of the Air Carriage Contract remain unchanged.
- 7.4.10. If, prior to the beginning of a flight, the Passenger voluntarily changes conditions of the applicable Air Carriage Contract (the "voluntary change of Air Carriage Contract by Passenger"), the fare will be determined in accordance with the fares and fees effective as of the flight commencement date. If, after to the beginning of a flight, the Passenger voluntarily changes conditions of the applicable Air Carriage Contract, the fare effective as of the flight commencement date will be applied.

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7.4.11. Additional fees, if any, shall be paid together with fares for the seats booked.

7.4.12. If an extra payment is necessary for a ticket already paid for, the same terms and conditions shall be applied.

## **7.5. Carriage Documents**

7.5.1. The carriage document is one of the following: a passenger ticket, a baggage receipt; an air way bill, MCO – Miscellaneous Charges Order, receipt of Excess Baggage fee, receipt of fees, EMD – Electronic Miscellaneous Document.

## **7.6. Ticket documents and Baggage claim check**

7.6.1. Each passenger shall have a separate Ticket issued electronically.

7.6.2. If a ticket, baggage receipt or other document, used to provide air transportation of a passenger or a baggage, is issued electronically (electronic traffic document), the information about the conditions of a specific air transportation shall be placed in an automated information ticketing system. When issuing a ticket for air transportation of a passenger, such passenger may request, and the Carrier or person, acting under an agreement with the Carrier, is obliged to issue a verified extract from the system, containing the conditions of a specific air transportation, when executing such Air Carriage Contract with the passenger during the check-in for the applicable flight.

7.6.3. The Passenger may receive the itinerary receipt for an e-Ticket at a sales point of the Carrier or its Agent or choose other means of delivery, as agreed with the Carrier or its Agent.

7.6.4. The Passenger Ticket shall specify such Passenger's surname and first name (in full), number of the Passenger's identity document, flight number, flight route, date and time, and toll-free baggage allowance.

7.6.5. The Passenger shall be issued a Ticket only upon full payment of the applicable fare established by the Carrier.

7.6.6. If the Passenger intends to submit, at the check-in, another identity document than that used for the ticket issue, the Passenger shall, prior to the check-in for the flight, call the Carrier or its Agent to change the ID document data recorded in the ticket and booking system and the Carrier or its Agent shall make such changes.

7.6.7. Upon the Passenger request and with the Carrier's consent, the Ticket may be changed to reflect changes in the Air Carriage Contract and the Carrier or its Agent shall make such changes in accordance with the fare application rules and within the ticket validity term.

7.6.8. If the Passenger has the E-Ticket, the number of seats and/or baggage weight shall, except for items specified in Article 9.4.10 hereof, be recorded in the electronic passenger and baggage check-in system.

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## 7.7. Invalidity of a ticket

7.7.1. Passengers are accepted for a flight only if their Tickets have been issued properly.

7.7.2. The Carrier shall have the right to view the Ticket as invalid, if:

- The Ticket submitted by the Passenger was bought from a party other than the Carrier's authorised agent;
- The Air Carriage Contract with such Passenger is proven not be entered into;
- The Carrier or its authorised agent notified the Passenger in writing of the impossibility to carry such Passenger by the Carrier's aircraft after a certain date.

7.7.3. If the Passenger announces his/her Ticket to be lost/damaged or issued incorrectly, the Carrier will immediately apply all efforts possible to determine whether the Air Carriage Contract has been entered into (as in FAR-82, art.69).

7.7.4. Though the Carrier shall apply all commercially reasonable efforts to determine whether the Air Carriage Contract has been entered into, the Carrier shall not bear any responsibility when such entrance cannot be determined due to a failure of an Interline partner or authorised agent to provide necessary data. If the Carrier determines, upon completion of passenger embarkation, that the Air Carriage Contract has been entered into, the Carrier shall provide such Passenger with a same-route carriage by the next flight which has a free seat(s) and carriage capacity of a servicing class as was paid for by such Passenger, all in accordance with the Carrier's Fare Regulation.

7.7.5. When the Passenger lost the Excess Baggage Receipt or Miscellaneous Charges Order, such documents shall not be duplicated or re-issued

## 7.8. Ticket Transfer

7.8.1. Tickets shall not be transferred to and used by a third party(ies). If a Ticket is submitted by a person other than that specified in the Ticket, the Carrier shall have the right to confiscate the Ticket and not refund the fare to the submitter. In this case, the Ticket Confiscation Statement shall be issued, with the reasons specified.

7.8.2. The Carrier shall accept only Passengers whose names and other data of their identity documents submitted at checking-in coincide with those recorded during the booking.

## 7.9. Passenger Identity Documents

7.9.1. The Carrier's tickets shall not be issued, unless the Passenger's identity document is submitted and its data recorded:

- A national passport of a citizen of the Russian Federation;
- A travel passport of a citizen of the Russian Federation;
- A diplomatic passport;
- A corporate passport;

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- A national passport of a foreign national;
- A residence permit of a foreign citizen or stateless person of the Russian Federation;
- A birth certificate for nationals of the Russian Federation under 14 years of age;
- A temporary identity document issued to a citizen of the Russian Federation by the internal affairs authorities upon loss or replacement of a passport;
- A certificate of Return to a country of which such Passenger is citizen;
- A Russian Federation Military ID card certificate (The soldier's military service record card, the sergeant's military service record card, the sergeant-major's military service record card, the warrant officer's military service record card and the midshipman's military service record card; personal electronic ID card; a certificate in lieu of Military ID card for a serviceman);
- A transport/carriage document for stateless individuals or refugees;
- A statement of Confinement Completion;
- A certificate issued to a convicted inmate who has been granted permission to leave the place of detention for a long or short period of time;
- A certificate issued to a member of the Federation Council or a member of the State Duma of the Federal Assembly.

7.9.2. For international flights, the Passenger shall submit documents established by the customs immigrations regulations of the destination/departure country.

7.9.3. For purposes of check-in, the Passenger shall submit an identification document specified during the booking. Passenger and baggage checking-in shall be done upon submission of the Ticket and identity document used by the Passenger for the ticketing, as well as other documents, if established by applicable laws and regulations of the Russian Federation.

7.9.4. It is the Passenger's responsibility to obtain all licenses, approvals, permits, visas, etc. required for a flight and comply with all applicable laws and regulations in relation to leaving from, entering to or transiting through a relevant country. The Carrier shall not bear any responsibility, when the Passenger failed to obtain such licenses, approvals, permits, visas, etc. or to comply with applicable laws and regulations.

7.9.5. Upon the Carrier's request, the Passenger shall submit all documents required in relation to his/her leaving from, entering to or transiting through a relevant country, his/her health certificates and/or other documents in accordance with applicable laws. The Carrier shall keep copies of any documents, if it is necessary in the Carrier's opinion. At the same time, the Carrier is obliged to protect the documents against improper or accidental access to such documents.

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7.9.6. The order and peculiarities in the part related to entry and departure to/out of the Russian Federation for the Russian citizens, foreigners, and stateless persons are to be found at the official website of the Federal Frontier Service of Russian Federation\* <http://ps.fsb.ru/fps/general/info/covid.htm>

## **7.10. Ticket Validity Term**

7.10.1. Every Ticket is valid to carry the Passenger between points and according to a servicing class specified therein. If the Ticket does not specify the return date, such seat at return shall not be booked, unless a free seat of a certain servicing class is available within the Ticket validity term.

7.10.2. A Ticket may be exchanged or refunded in accordance with the Carrier's Fare Regulation and within the Ticket validity term.

7.10.3. If the Passenger could not complete a flight within the Ticket validity term, due to his/her illness or illness of a family member accompanying him/her during such flight, such Passenger has the right to request from the Carrier to extend the validity of the Air Carriage Contract, and the Carrier shall, in accordance with these Rules and FAR, extend such term in consideration of relevant medical documents submitted by the Passenger.

## **7.11. Scheduled and Chartered Flights execution**

7.11.1. Passengers and baggage may be transported between cities (airports) along air routes, either by scheduled or out of flight schedule (by charter flights).

7.11.2. Scheduled carriage shall be performed in accordance with the flight schedule established by the Carrier and published in the flight schedule database.

7.11.3. Charter flights shall be performed in accordance with the charter schedule.

7.11.4. The Carrier performs charter flights in accordance with agreed flight plans and carriage terms and conditions specified in applicable Charter Contracts.

7.11.5. The Carrier, via the Charterer, informs Passengers on the charter carriage terms and conditions and the Carrier's Rules for Air Carriage.

## **7.12. Changes to the Air Carriage Contract**

7.12.1. If the Passenger changes the route (points involved into the carriage; the sequence of points, as specified in the carriage document; or certain flight leg or legs cancelled), departure date or time, servicing class, fare or other conditions of the Air Carriage Contract, such changes shall be done within the carriage obligation term, except when the Passenger changes the Air Carriage Contract involuntarily.

7.12.2. If the Carrier cannot carry the Passenger by a flight specified in the Passenger Ticket, the Carrier, upon consent of such Passenger may:

- Transport such Passenger by another flight to a destination specified in the applicable carriage document

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- Transfer such Passenger to another carrier to perform such carriage
- Arrange transportation by some other type of transport
- Refund the applicable Fare/Fee in accordance with the Russian Federation laws, these Rules, and Fare Regulation.

7.12.3. When the Passenger changes the route (date and/or time) for his/her flight, the Carrier may re-calculate the fare.

### 7.13. Passenger Stopover

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

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

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

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

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## 7.14. Termination of the Air Carriage Contract

### Termination by the Passenger

- 7.14.1. The Passenger may refuse from air carriage in accordance with the Russian Federation laws and in this case the Passenger or his/her designee shall inform LLC «NORD WIND» on the termination of the Air Carriage Contract.
- 7.14.2. When the Passenger or its designee cannot call for refund the Carrier or Agent that sold an unused ticket, such refund shall be decided upon in accordance with the claim procedure.
- 7.14.3. The Passenger shall be deemed **to refuse from carriage involuntarily**, if:

- The flight stated in the ticket is delayed or canceled;
- LLC "NORD WIND" changes the flight route (unless it's due to bad weather conditions or force major circumstances);
- The flight is not performed in accordance with the schedule;
- The Carrier could not provide to a Passenger a seat on a flight and on a date stated in the ticket;
- The Passenger failed to board the aircraft due to the pre-flight personal examination and baggage screening, which did not result in revealing any substances or items forbidden for carriage by air;
- LLC "NORD WIND" doesn't provide connection of flights in case these flights are considered a single transportation;
- The Passenger or his/her family member or close relative accompanying him/her during a flight suddenly fell ill, which was confirmed by medical documents, or the Passenger's family member or close relative died, which was confirmed by medical documents, and the Carrier has been notified prior to the end of passenger check-in for a flight specified in such Passenger's Ticket;

An illness of the Passenger or his/her family member or close relative accompanying him/her during a flight is considered a ground for involuntary refusal from carriage, if on the date of the flight the Passenger provides a medical document confirming that such person is not fit to fly.

- The Carrier cannot provide the Passenger with the service in accordance with the service class stated in the ticket;
- LLC "NORD WIND" or its authorised agent issued an incorrect ticket;
- The Passenger did not use a flight due to some other fault of LLC "NORD WIND", not listed above.

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

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

Termination of the Air Carriage Contract by the Carrier's initiative

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

- The Passenger failed to comply with the immigration, customs, hygienic or other requirements of the Russian Federation laws and legislation in relation to air carriage, and/or rules and regulations established by countries of departure, destination, or transit;
- The Passenger failed to comply with these Rules;
- The Passenger refused to pay for the baggage carriage, as required by the Air Carriage Contract;
- The Passenger refused to undergo the security checks;
- The Passenger's health requires special conditions of air carriage or such carriage either poses a threat to such Passenger or other persons, as confirmed by medical documents, or causes disorder or any other unavoidable difficulties for third parties;
- The Passenger refuses to pay for a carriage of an accompanying child in accordance with the beneficial fare, except when such child is below 2 (two) years of age and is carried toll-free without taking a separate seat;
- The Passenger violates the Rules of Onboard Conduct, thus posing a threat to the flight safety or life or health of third parties, including the requirements of the sanitary regime during a phased recovery from anti-epidemic restrictions, or the Passenger fails to comply with instructions of the aircraft Pilot-in-Command issued in accordance with the Russian Federation Air Code, Article 58;
- Passenger's cabin baggage or registered baggage contains items or substances forbidden for an air carriage.

Amendment and termination of Air Carriage Contract with a passenger in special cases

In case there is a threat of and(or) actual force major circumstances, introduction of high-alert mode or emergency regime in the territory of the Russian Federation or part thereof, the Government of the Russian Federation may establish specific rules for execution of a passenger air carriage contract within such territory, including the right of the Carrier to unilaterally amend or terminate such contract and refund the

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payment charged under the procedure and within the terms stipulated by the Government of the Russian Federation (according to art. 107.2, part 1, of the Air Code of the Russian Federation, N 60-FZ dated as of 19.03.1997).

## 7.15. Fare Refund

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

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

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

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

7.15.10. More details of the voluntary or involuntary refunds, application forms and contacts are at the Carrier's website <http://nordwindairlines.ru>.

## **7.16. Eligibility for Fare Refund in Whole or in Part**

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

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for legal entities), or to a designee upon submission of an identity document and a confirmation of the right to receive such refund.

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

### **7.17. Other Services and Information Support Without Extra Payment**

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

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

- Checking-in of passengers and baggage for a flight
- Transfer of departing passengers from the air terminal to aircraft and their embarkation
- Transfer of baggage to an aircraft, its loading to, placement at, and fastening at an aircraft
- Disembarkation of passengers from aircraft and transfer to the air terminal
- Unloading of the baggage from aircraft, transfer to the terminal and collection by the Passengers
- Mother-and-Child room for passengers accompanied by a child(children) below 7 YOA (if could be provided by the Handling Company at a certain airport)
- Two phone calls or two e-mails, if the flight has been delayed for 2+ hours
- Refreshing drinks, if the flight has been delayed for 2+ hours
- One hot meal, if the flight has been delayed for 4+ hours, and, if the flight delay continues, more hot meals every six hours in the daytime and every eight hours in the nighttime
- Hotel accommodation, if the flight delay continues for 8+ hours in the daytime and 6+ hours in the nighttime
- Transfers from the airport to the hotel and back, if such accommodation is provided without any additional payment.
- Checked baggage storage.

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

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

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

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

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## 8. CARRIAGE OF PASSENGERS

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

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

### 8.1. Organisation and conduct of security control

- 8.1.1. Screening, additional screening, re-screening, observation, and/or interviews shall be carried out by authorised transport security personnel.
- 8.1.2. The Passengers having diplomatic status and/or immunity and state couriers on duty shall pass the security screening like any other persons, if not expressly stated otherwise by applicable laws of the Russian Federation.
- 8.1.3. Disabled passengers (on crutches, in wheelchairs, or on stretchers, or with implanted cardio devices) shall be examined manually, while their accompanying persons shall pass security screening like any other persons.
- 8.1.4. Screenings do not exclude special screenings by authorised officers for purposes of criminal search, investigation, or other activities as stated by applicable laws of the Russian Federation.
- 8.1.5. Screenings shall be performed after the check-in, and in case of international flights – prior and after the borderline and customs control or in cases stipulated by the international contracts of the Russian Federation, federal rules, and other controls.

Individuals who refuse to undergo screening shall be denied access to the transport security zone \*(Federal Law No. 16-FZ dated 09 February 2007 "On Transport Security", Article 11)\*.

A passenger's refusal to undergo screening, additional screening, or re-screening for the purposes of transport security constitutes grounds for unilateral termination of the carriage contract \*(Federal Law No. 16-FZ dated 09 February 2007 "On Transport Security", Article 12)\*.

- 8.1.6. If the Passenger refuses to pass security screening, the Carrier has the right to terminate the Air Carriage Contract and refund the fare in accordance with these Rules and Fare Regulation and Directive of the Ministry of Transport No. 227 "On Approval of the Rules for Inspections, Additional Inspections, Re-inspections for the purposes of Transport Security" dated 23.07.2015.

### 8.2. Preflight Passenger and Baggage Check-in

- 8.2.1. Passengers need to arrive at the airport's check-in counter beforehand, to pass all the preflight formalities.

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8.2.2. Passenger check-in at the airport begins:

- at least three hours prior to the flight departure time as specified in the Ticket;
- Or other time, since various airports may vary in terms of their specifics and processing capacities.

8.2.3. Passenger check-in for the Carrier's flights ends in 40 minutes prior to departure.

*Note:* At foreign airports, the time for the end of check-in may differ from that specified above. In case of flight details changes, the information might be communicated to the passenger by means of voice notification and displaying on the information monitors of the airport

8.2.4. For purposes of passenger and baggage check-in, the Passenger shall submit an identification document (Article 7.9.1 hereof).

8.2.5. Also, if required, the Passenger shall have documents to confirm special carriage conditions for such Passenger and his/her baggage (power-of-attorney in relation to a child, medical examination statement, veterinary certificate, etc.).

8.2.6. When checking-in at the airport, the passenger is given a boarding pass.

8.2.7. A passenger check-in can be performed through the Carrier's official website [www.nordwindairlines.ru](http://www.nordwindairlines.ru) or in the mobile application, so it allows the Passenger to perform self check-in and receive a boarding pass in electronic form.

While checking-in via the Carrier's official website [www.nordwindairlines.ru](http://www.nordwindairlines.ru) the boarding pass is issued electronically and sent to a passenger through the means of communications, provided by the passenger at the booking ("A passenger shall provide their mobile phone number or other means of communications for further informing", Art. 14 FAR-82).

8.9.1 During passenger check-in via the official website [www.nordwindairlines.ru](http://www.nordwindairlines.ru) or in the mobile application, the passenger is entitled to choose either of the following:

- to print out the boarding pass on their own;
- to receive a paper boarding pass at the airport;
- to use an electronic boarding pass, provided the airport is equipped with an information system, including electronic screening database and devices that scan the bar code contained in the electronic boarding pass.

Boarding pass contains:

- initials and surname of the passenger;
- flight number, departure date;
- boarding end time;
- boarding gate number and seat number onboard the aircraft;

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- if necessary, the boarding pass may contain other information

Information about the possibility of using the electronic boarding pass at a specific airport is provided by the handling organization at the airport, as well as on the official website of the airport (if available).

- 8.2.8. During checking-in of passengers and their baggage, the Passenger shall submit for weighing all the baggage intended for checking-in.
- 8.2.9. During checking-in and upon the Carrier's/agent's request, the Passenger shall submit for dimension and weight control his/her personal belongings as specified in Article 9.4.10 hereof.
- 8.2.10. During baggage check-in, the Passenger is issued a part (coupon) of the numbered baggage tag, while the other part is tagged onto each piece of baggage, as accepted by the Carrier for carriage in the aircraft baggage hold (the "Checked-in Baggage"), and thereupon the Carrier shall be responsible for integrity of such baggage and its package.
- 8.2.11. A numbered baggage tag serves to identify each piece of the checked-in baggage and contains data on the Passenger name and surname, baggage weight, flight number, departure date, departure and destination airports to which such checked-in baggage shall be carried, and other information, if necessary.
- 8.2.12. To denote special carriage conditions, a special warning baggage tag shall be placed onto the checked-in baggage.
- 8.2.13. If the Passenger refuses to pay for the carriage of his/her baggage for the price and under conditions established by the Air Carriage Contract, the Carrier shall have the right to refuse in carriage to such Passenger.
- 8.2.14. The Carrier has the right to check all relevant documents during passenger registration, until the time when such Passenger and his/her baggage would be accepted for carriage, yet the Carrier shall not bear any responsibility for the Passenger issues with state authorities (customs, borderline, immigration or other), if not stipulated otherwise by international or national laws of countries of departure, transfer, stopover, or entrance.
- 8.2.15. During some flight performing there is a rigid block of seats in the aircraft cabin for accommodation of crew members and engineering staff. When flying with additional crew members, additional seats are blocked. Passenger accommodation on the crew places is forbidden.
- 8.2.16. During the check-in procedure at the airport, the Airline shall assign to a child under 12 and the passenger accompanying him/her adjacent passenger seats subject to the class of service onboard the aircraft and in compliance with flight safety requirements without charging an additional fee.<sup>1</sup>, see item 8.9.17.

<sup>1</sup> FAR-82, version 12, item 84(1)

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8.2.17. No additional fee shall be charged for selecting and providing adjacent passenger seats to passengers during check-in at the airport subject to the class of service onboard the aircraft and in compliance with flight safety requirements.<sup>2</sup>

### 8.3. Online Check-in

8.3.1. Online checking-in means that Passengers check-in by themselves (without the Carrier's staff) at the official website of the Carrier [www.nordwindairlines.ru](http://www.nordwindairlines.ru) or in the mobile application.

8.3.2. Online checking-in starts in 24 hours prior to a flight's scheduled departure and ends in 1 hour prior to the scheduled departure. Prior to the online check-in, the Passenger shall confirm that he/she is aware of the check-in procedure, Rules for Baggage Carriage and Rules of Passenger Onboard Conduct, as published on the website or in mobile app. When checking-in online, the Passenger chooses the seat in the cabin and the servicing class, prints out the boarding pass or saves it in his/her mobile device, and may, if needed, cancel the check-in.

*Note.* The online check-in for several directions may be started 23 hours prior the departure or be closed 4 hours prior the departure or be unavailable due to the technical reasons. Please check the time of the online check-in start and closure for each flight at the official website of the Carrier <https://nordwindairlines.ru>.

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

8.3.4. After the online check-in, the Passenger shall submit, for weighing and ticketing, to the airport check-in counter all the baggage intended to check-in, his/her hand luggage, rucksack, cradle, and stroller, if used for a child's carriage as specified in Article 9.4.10 hereof.

8.3.5. Printed or electronic boarding passes are mandatory to submit at the departure gate.

8.3.6. The Passengers may print-out their boarding passes in A4 hardcopies. If the Passenger could not print-out the boarding pass at home, such Passenger may receive such boarding pass at the check-in counter in the departure airport, in at least 5 minutes prior to the end of the checking-in.

*Note:* When travelling to some foreign destinations, after online check-in the passenger shall receive a notification that he/she has to apply to a check-in counter to receive the boarding pass.

8.3.7. For the details if it is possible to use the boarding pass, issued electronically, refer to item 8.2.7 of these Rules. *In case there is no possibility in the airport to use the boarding pass, issued electronically*, then a passenger shall obtain a printed on paper

<sup>2</sup> FAR-82, version 12, item 84(2)

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boarding pass from the regular check-in counters or self-service terminals at the departure airport prior to the flight check-in. *In case there is possibility in the airport to use the boarding pass, issued electronically*, a passenger can show the boarding pass on the screen of his/her mobile device during the screening, at the passport control, the boarding procedure and on board of an aircraft, proving that these conditions are fulfilled:

- a passenger must save the file with boarding pass in the operative memory of own device, in case there is no access to the Internet;
- a passenger must make sure that the device/gadget/mobile phone has sufficient battery power.

8.3.8. When entering the aircraft, a passenger must present to the flight attendant the boarding pass on the screen of their mobile phone or as the print-out.

#### **8.4. Boarding**

- 8.4.1. The Passenger shall arrive to the boarding gate no later than the time specified in the boarding pass.
- 8.4.2. The Passenger check-in shall start 40 minutes prior to the departure and shall end 20 minutes prior to the departure. Due to special features and technical facilities, the time of the beginning and ending of boarding may differ in various airports, if agreed by the Carrier.
- 8.4.3. The Passenger is permitted to embark upon submission of the boarding pass for a certain flight and identity documents.
- 8.4.4. At the boarding gate, the Passenger shall, upon the Carrier's or agent's staff request, submit his/her hand luggage as well as goods purchased at duty-free shops, backpack, cradle, and stroller, if used for a child's transportation as specified in Article 9.4.10 hereof.
- 8.4.5. If the Carrier's staff or its authorised agent discovers a hand luggage not declared by the Passenger, this Passenger may be denied the air carriage.
- 8.4.6. The Passenger being late by the end of passenger and baggage check-in or the end of embarkation may be denied in carriage by this flight.
- 8.4.7. When the Passenger registers for a flight, yet not embarks, baggage of such Passenger will be unloaded and examined.

#### **8.5. Onboard of an aircraft services for passengers**

- 8.5.1. The Carrier shall provide to Passengers certain onboard services, depending on the aircraft type and equipment, flight time, time of the day, and servicing class as specified in the Passenger's carriage document. To receive the services offered by the Carrier or extra services, the Passenger shall take the seat stated in the boarding pass.

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- 8.5.2. The Carrier ensures that the Passengers onboard are informed of the flight conditions and Rules of Onboard Conduct; main and alternate exits, emergency evacuation rules, and location of personal protection and inflatable ladders.
- 8.5.3. The Carrier ensures first aid for the Passengers onboard of its aircraft.
- 8.5.4. The self-willed change of seats aboard of aircraft is unacceptable. During the flight a passenger must be seated on the allocated seat for him/her personally, indicated in the boarding pass.
- 8.5.5. Catering and meals onboard:
- Guaranteed meal** is food rations and hot beverages, provided for passengers on board of an aircraft without any additional charge.
- Paid meal** is food rations and hot beverages, provided for those passengers on board of an aircraft, who ordered this additional service in advance and duly paid for this pre-order no less than 12 hours before scheduled flight departure.
- 8.5.5.1. Meals and hot drinks may not be provided onboard, if the passengers is informed about such terms of service prior to execution of the Air Carriage Contract (according to FAR-82, item 98);
- 8.5.5.2. The flights of LLC "NORD WIND" imply the limitations in the guaranteed meal provision. Detailed information about guaranteed meal and the availability of paid meals on LLC "NORD WIND" flights is available when purchasing the ticket, as well in the booking systems and at the official website of the Carrier:  
<http://nordwindairlines.ru>
- 8.5.6. Smoking onboard of an aircraft is strictly forbidden, including use of electronic cigarettes.
- 8.6. Extra Seat in the Cabin (EXST)**
- 8.6.1. Upon the Passenger request and upon the Carrier's consent (to be obtained in at least 24 hours prior to departure), the Carrier may book not more than two extra seats in the cabin for convenience of such passenger.
- Less than four hours before the departure, an equivalent service may be arranged – see section 8.7.2 Vacant Adjacent Seat (SPF).
- 8.6.2. The Passenger shall pay for the extra seat, if assigned, in accordance with the regular price established for one adult.
- 8.6.3. Extra seats shall not be booked by several bookings (EXST).
- 8.6.4. During check-in, the Passenger who booked and paid for an extra seat is issued a single boarding pass with two seats indicated.
- 8.6.5. Extra seat shall be recorded in the same ticket.

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8.6.6. For a ticket issued with EXST neither the additional free baggage allowance is available, nor the additional portion of guaranteed meal (in case, if such guaranteed meal is provided at the flight, see 8.5.5.2).

## 8.7. Seat Choice and Vacant Adjacent Seat Services (SPF)

8.7.1. **"Seat Choice"**. Passengers may choose the Seat Choice service for their convenience, this service is payable, the terms and conditions are specified at [www.nordwindairlines.ru](http://www.nordwindairlines.ru)

8.7.2. **"Vacant Adjacent Seat"**. To ensure additional free space, there is a service to book an adjacent seat (up to two seats). Economy class passengers may purchase the service during check-in at the airport, provided there is enough vacant seats onboard. The terms and conditions regarding the service are specified at [www.nordwindairlines.ru](http://www.nordwindairlines.ru)

## 8.8. Preferential Conditions for Certain Passengers

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

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

## 8.9. Children and Infants Transportation

### General Conditions

8.9.1. To enable the Carrier issuing a child's Ticket and performing pre-flight registration, customers need to submit a confirmation of the child's age, as of the date of the flight commencement at a departure point specified in the carriage document. The Carrier or its Agent shall specify in a child's Ticket his/her birth date.

8.9.2. In the case when a child's Ticket is re-issued after the beginning of the flight due to a change of the route and/or departure date, such re-issuance shall be made with a discount established for the child's age as of the date of the flight commencement at a departure point specified in the carriage document, even if the child's age has changed by the time of the Ticket re-issuance.

8.9.3. Passengers accompanied by a child (children) may, in addition to the toll-free allowance, carry a baby stroller, provided it is used by the Passenger (not in the manufacturer's package). Such stroller is carried in the baggage hold as checked-in baggage. Passengers may use strollers until the embarkation and pass them to the baggage hold immediately prior to the boarding. When needing to carry a stroller, the Passenger shall inform the check-in staff who issues the tag entitling to transfer the checked-in stroller immediately prior to the boarding.

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- 8.9.4. It is forbidden to arrange the seating near emergency exits of adults accompanied by infants below 18 years of age.
- 8.9.5. A minor child may leave the Russian Federation territory only in compliance with the Russian Federation laws.

In accordance with Art. 173, 174 of the "Questions of citizenship of the Russian Federation" Guidelines (confirmed by Presidential Decree of the Russian Federation dated 22.11.2023 № 889), any departure from the Russian Federation territory can be executed, if a fact of citizenship of the Russian Federation for a minor citizen of the Russian Federation (under the age of 14 years) leaving with a birth certificate is confirmed by the one of the following document:

- an acknowledging mark in the birth certificate, which confirms the citizenship of the Russian Federation, which was made by an official, responsible for the citizenship of the Russian Federation, and a seal of the official's authority;
- a certificate of the citizenship of the Russian Federation acquisition by birth;
- a document, issued by a Foreign State Authority (with the translation to Russian), with an acknowledging mark, which confirms the citizenship of the Russian Federation, made by an official, responsible for the citizenship of the Russian Federation, and a seal of the official's authority;
- the national passport of the Russian Federation citizen, including identification documents for a citizen of the Russian Federation outside the territory of the Russian Federation, a diplomatic passport, an official passport, of the manor's parents, provided that these documents include information about children, that was certified by the signature of an official and the seal of the authority in charge of matters of citizenship of the Russian Federation.

In order to issue the abovementioned documents (placing of an acknowledging mark) please contact the local offices of the Ministry of Internal Affairs of Russia or the diplomatic missions and the consular offices of the Russian Federation if abroad.

- 8.9.6. Children aged from 0 to 12 are accepted for a flight, if accompanied by an adult or legally capable person which has full legally capability in accordance with civil law of the Russian Federation prior to the age of 18, or unaccompanied and being under the Carrier's care. Children aged between 5 and 12 (see item "[Unaccompanied Minors](#)") may travel unaccompanied and under the Carrier's staff supervision.
- 8.9.7. Children above 12 (twelve years old) may be carried unaccompanied by an adult or a person below 18 (eighteen) years of age who has obtained full legal capacity in accordance with the Russian Federation civil laws.
- 8.9.8. If passengers and their children are stated in different bookings, they shall be allocated in accordance with these Rules, taking into account the number of accompanying adults. The check-in officer shall:

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- In case there are several adults and children under 12 y.o., ask who shall accompany the children onboard;
- In case there is no technical possibility to change preliminary assigned seats, refer to the Carrier's representative.

8.9.9. A Passenger can purchase tickets for a family or a group of nine or less persons at <https://nordwindairlines.ru>. If a family or a group consists of more than nine persons, the tickets shall be purchased via two different orders or via a group application at <https://nordwindairlines.ru/ru/group-flight>.

8.9.10. One child under 2 accompanied by one passenger with no separate seat assigned to the child shall be carried free of charge on domestic flights and with a discount of at least 90 percent of the fare on international flights. Additional children under 2 accompanied by one passenger shall be carried subject to the assignment of separate seats to such children (FAR-82, item 106).

8.9.11. Children under 2, who are citizens of the Russian Federation, shall be carried on domestic flights and provided with a separate seat at the request of the accompanying passenger and children from 2 to 12, who are citizens of the Russian Federation, accompanied by a passenger (passengers) shall be carried on domestic flights at a discount of 50 per cent of the fare (except for the first class and business class fares) except for domestic flights that are eligible for state support from the budget of the corresponding level of the Russian budget system and/or domestic flights whose fare was set the carrier and approved by the President of the Russian Federation or the Government of the Russian Federation and domestic flights whose fare was set by the Government of the Russian Federation (FAR-82, item 106.1).

The size of the discount for carrying a child (children) shall be set by the Airline when operating the following flights (FAR-82, item 106.2):

1. International flights, for a child under 2 provided with a separate seat at the request of the accompanying passenger.
2. Domestic flights, for a child under 2, who is not a citizen of the Russian Federation, provided with a separate seat at the request of the accompanying passenger.
3. Domestic flights, for a child under 2, who is a citizen of the Russian Federation, provided with a separate seat at the request of the accompanying passenger traveling in first class or business class or on flights that are eligible for state support from the budget of the corresponding level of the Russian budget system and/or domestic flights whose fare was set the carrier and approved by the President of the Russian Federation or the Government of the Russian Federation and domestic flights whose fare was set by the Government of the Russian Federation.

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4. Domestic flights, for a child from 2 to 12, who is a citizen of the Russian Federation, accompanied by a passenger traveling in first class or business class or on flights that are eligible for state support from the budget of the corresponding level of the Russian budget system and/or domestic flights whose fare was set the carrier and approved by the President of the Russian Federation or the Government of the Russian Federation and domestic flights whose fare was set by the Government of the Russian Federation.
5. International flights, for a children from 2 to 12.

#### **New-born infants**

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

#### **Passengers with children**

- 8.9.14. For security purposes and to ensure availability of oxygen masks for passengers in the case of the cabin depressurization, no more than one child aged below 2 and not issued a separate ticket could be seated in the same seat block in the cabin.
- 8.9.15. It is forbidden to place two children onto the same seat.
- 8.9.16. In case when the guaranteed meal is provided at the flight (see 8.5.5.2.) and the request (pre-order) was made at least 48 hours prior to departure, a child may be provided with infant's food for infants below 2YOA (BBML). Without such request (pre-order), made via the booking, the infant below 2YOA would not be provided any meals onboard of an aircraft.
- 8.9.17. A passenger with an infant below 2YOA is seated on board of the aircraft together with one family member/close relative or next to another adult passenger, who accompanies the passenger with an infant.

If the accompanying adults are seated separately upon their request, then the adults, accompanying an infant younger than 2YO, must inform the check-in agent during the check-in, which one of them should be seated with a child on the board of an aircraft.

An infant/child with separate seat (age 0 – 12YOA) is seated next to one of the accompanying adults at one seat row (seats block).

Where the number of adjacent passenger seats in one row is less than the required number of seats for seating children under 12 and the passenger accompanying them, the closest seats shall be provided subject to the consent of the passenger accompanying the child and flight safety requirements.

If an adult accompanies more than one infant (child under 2 y.o.), the second and other infants shall be accepted for transportation only if the passenger provides child

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restaint and purchases separate seats for the second and other infants. Requirements to such restraints are stated in art. 8.9.20 "8.9.20. Child-restraint (infants-restraint) Systems".

8.9.18. At aircraft, an infant shall be in the hands of the accompanying person throughout the flight.

8.9.19. Infants should be placed with their heads towards the aisle (except for the aisle seats, at which infants are placed with their heads towards the window), to exclude traumas of the infant's head when an item falls down from the service trolley.

### 8.9.20. **Child-restraint (infants-restraint) Systems**

8.9.20.1. Upon condition that the separate seat for a child was booked and paid for, the passenger seat-mounted, aircraft-certified portable child seat equipped with seat belts (see i. Personal Belongings) can be taken to the aircraft's board as a restraint system).

8.9.20.2. The infant-restraint system should be located next to the aircraft window, not to hinder the evacuation of other passengers. It is allowed to locate the infant-restraint system at the central block of seats, upon condition that the device does not block the exit to the aisle to the passengers, seated at this block of seats:

- with 2 seats seating configuration – any (1) seat;
- with 3 seats seating configuration – one (1) middle seat;
- with 4 seats seating configuration – two (2) middle seats.

8.9.20.3. In case if one passenger accompanies second, third and consequent children with separate seat, it is obligatory to use child-restraint or other restraint systems on them.

8.9.20.4. The passengers who are members of a family, transporting more than one child-restraint (infant-restraint) systems, are seated at the next seats only at the central block of seats, providing that their itinerary was issued in one single booking.

### 8.10. **Carriage of Children's Groups**

8.10.1. If you carry 10 or more children aged below 18 years old, this means a children's group. Carriage of children's groups shall be agreed with the Carrier in at least 3 working days prior to the flight.

8.10.2. Passengers under 18 years shall not be seated near an emergency exit.

8.10.3. A head or authorised officer of an entity that has formed the children's group and is responsible for their safety, shall agree with the Carrier, in at least 10 working days prior to the flight, the group carriage and submit the list of traveling children, list of accompanying adults (names and phones), including a person in charge, and list of emergency contacts, information for accompanying persons: boarding passes and

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identity documents must remain in children's possession during security screening, boarding procedures, and aircraft entry. A carriage is deemed to be confirmed/agreed, when the Carrier's departments consented to such carriage and the Carrier sent the confirmation to the customer requesting such carriage.

8.10.4. A number of accompanying adults shall be at least one person per 30 children, yet the number of such accompanying persons may be reconsidered upon the Carrier's consent.

8.10.5. In case of flight problems (such as delayed departure or landing at an alternate aerodrome) which cause a change in the timeframe and/or route, the person in charge of a group shall ensure timely notification of the children's parents (legal guardians).

### **8.11. Organizing the handling of Children's Groups**

8.11.1. When arranging meals, food shall comply with applicable standards and regulations and be accompanied with quality and safety confirmations.

8.11.2. Children's groups shall be checked-in for a flight at separate counters and their seats shall be outside of the emergency exit areas. The accompanying adults shall be seated as close to the children as possible.

8.11.3. Boarding passes must remain in children's possession during security screening, boarding procedures, and aircraft entry.

8.11.4. If possible, children's groups shall stay at a separate area and provided with transfer buses to the aircraft.

8.11.5. Flight Attendant onboard procedures shall include supervision over the children's conduct, maintenance of the cabin's hygienic state, and rendering of first aid, if required.

### **8.12. Unaccompanied Minors Carriage**

8.12.1. Unaccompanied minors mean children accepted for a flight without their parents or other guardians and aged from **5 to 12 YOA**, and none of the passengers was assigned a role of accompanying passenger.

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

8.12.2. For an given flight, the number of unaccompanied minors shall not exceed three (3).

*Note.* The number of unaccompanied minors at one flight may be extended with the Carrier's consent.

8.12.3. Upon the parent's/guardian's (legal representative's) request and with the Carrier's consent, children from 12 to 16 may be accepted for unaccompanied travel

8.12.4. The precise age of an unaccompanied child shall be determined as of the date when the aircraft departs from the airport.

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### Conditions of Unaccompanied Minor Carriage

8.12.5. Unaccompanied minors shall be accepted for carriage, if the following documents are submitted:

- The booking confirmation;
- Identity document: either birth certificate for children below 14 YOA or domestic passport for teenagers above 14 YOA; and passport for international flights;
- The Unaccompanied Minor Consent executed by a parent, guardian or representative in law and the Carrier's representative (agent) at the departure airport in 3 hours prior to the scheduled departure;

The Unaccompanied Minor Consent may be executed by a child's lawful representatives (parents, adoptive parents, guardians or ward). If the child is accompanied by an adult who is not its lawful representative, he/she shall provide an original notarial document executed by the lawful representatives confirming the authority to execute such consent (i.e. a power of attorney, a consent).

- Parents' or guardian's (representative's in law) consent to carry the child by an international flight as unaccompanied minor, with the term out of the country and the destination country specified (for international flights);
- Medical Statement in relation to a child (if necessary).

8.12.6. Unaccompanied minors shall be carried only to airports where the Carrier has its authorised agents.

8.12.7. Unaccompanied minors shall be carried by direct flights only, to the first stopover point.

8.12.8. Unaccompanied Minors shall be carried in any class for an affordable fare of any brand and an additional fee for the unaccompanied Minor's transportation service. No child discount is provided.

8.12.9. A person who delivered the child to the departure airport shall stay at the airport until the actual departure of the aircraft.

8.12.10. Unaccompanied minors shall be seated in accordance with the following requirements:

- It is forbidden to place children near emergency exits;
- A flight attendant can supervise the child and render care during the flight.
- Unaccompanied minors shall not be seated near an adult male.

8.12.11. If two unaccompanied minors go by the same flight, they should be seated next to each other, if possible.

### 8.13. Handicapped Passengers and passengers with other types of disability

#### General

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- 8.13.1. The Passenger shall consider his/her health state and capability to use aircraft transportation.
- 8.13.2. If the Passenger's age, physic or physical state may cause deterioration of the health during a flight or pose a threat to life, the Carrier may accept such Passenger for carriage, provided the Carrier is not held responsible for possible negative consequences of such flight.
- 8.13.3. The Carrier shall have the right to limit the number of certain passenger categories or deny carriage, if:
- The Passenger's health requires special conditions of air carriage or such carriage either poses a threat to such Passenger or other persons, as confirmed by medical documents, or causes disorder or any other unavoidable difficulties for third parties;
  - When the Passenger needs extra oxygen during flight. The Carrier policies and regulations forbid carriage, in the passenger cabin, of containers with oxygen or compressed air (except when consented by the Carrier's authorised officer).
- 8.13.4. Disabled children below 12 shall be accompanied by an adult or passenger that has obtained full legal capacity prior to the age of 18 in accordance with the Russian Federation laws.
- The provision to the handicapped passengers and other passengers with disabilities on board of an aircraft with the passenger seats is made by taking into consideration the flight safety requirements (all passenger seats at the emergency exits of the aircraft are not allocated to the handicapped passengers and other passengers with disabilities, so art. 26.5 of the Order of Transport Ministry of Russia dated 15.02.2016 N 24).
- The Carrier takes all reasonable measures in order to allocate next seats on board of an aircraft for the handicapped passengers and other passengers with disabilities **and the passengers, who accompany them at flight** (Art. 10 of the Order of Transport Ministry of Russia dated 15.02.2016 N 24).
- 8.13.5. The Passengers with both visual and audial impairment shall be accompanied by a helper during a flight.
- While providing the situational assistance to the passengers with eyesight disability travelling with service Seeing Eye dogs, the responsible for situational assistance employees provide help to the passengers, by complying to provisions of Art. 4 of the Methodical Guidelines for the pre-flight and after-flight procedures for handling the disabled eyesight passengers traveling with the Seeing Eye dog.
- 8.13.6. The Passengers with either visual or audial impairment or the Passengers in wheelchair may be accepted for a flight without an accompanying person.
- 8.13.7. Passengers with loss of vision may be accompanied by service dogs.

The effective version is at: [http://sirius:8080/nws\\_intranet/](http://sirius:8080/nws_intranet/), EDMS LLC "NORD WIND"

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- 8.13.8. If the Passenger is determined by a competent court to be legally incapable, such Passenger shall be carried upon request of his/her parent, adoptive parent, or guardian and accompanied by an adult capable of ensuring safety for both the Passenger and third parties. If, in the course of the Passenger check-in, the officer determines such Passenger's legal incapability and the transport request and accompanying person are absent, such Passenger shall not be accepted for a flight.
- 8.13.9. Disabled persons and low-mobility persons requiring assistance should be accompanied by an adult over 18 YOA.
- 8.13.10. To ensure safety during take off, landing or turbulence or in such other time as the PIC deems necessary, all passengers in the passenger cabin shall remain seated leaning against seatback.
- Alternate ways of securing a passenger with a seatbealt (when the passenger is on the side, lying on several seats, etc.) are not applicable.
- 8.13.11. In order to be accepted for a flight without the accompanying person, the Passenger shall be capable of:
- Unfastening the seat belt;
  - Taking out of storage place and putting on body the life vest;
  - Putting on the oxygen mask without anybody's assistance;
  - Understanding safety and security instructions and perceiving the information delivered via all channels available.
- 8.13.12. Wheelchairs, crutches and other mobility aids of low-mobility passengers shall be carried toll-free and not included into the toll-free allowance.

**Limitations Caused by Safety Reasons for Disabled and Low-Mobility Passengers and passengers with other types of disability**

- 8.13.13. Passengers using an electrically-driven wheel chair shall have a set of wrenches/tools to disconnect terminal posts of the battery as well as a package for it as per requirements of the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. (The Transport Ministry of Russian Federation Order dated 15.02.2016 № 24). As the packaging it is possible to use the manufacturer's package, plastic or carton box.
- 8.13.14. Connecting and disconnecting of terminal posts of the wheel chair battery shall be performed by the passenger or by the ground handling company, if requested.

**Battery terminals shall be disconnected or/and folding the wheelchair shall be made** by the accompanying person or an employee of the handling company at the request of the passenger and under his/her supervision.

The wheelchair and mobility devices are checked-in as registered baggage for the flight and are transported inside the cargo/baggage department of an aircraft. In

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order to prevent damaging the wheelchair or losing any spare parts during the transportation **it is strongly recommended to check-in the wheelchair**, any mobility device or aid to the cargo hold **in a folded and packed form**.

In case if the check-in is made on the passenger's own, the registration of such items is made at the oversized baggage counter.

- 8.13.15. The Carrier shall not provide handicapped passengers with the service of their lifting and/or carrying in other employee's arms.
- 8.13.16. The form of "Request for services" for PRMs or other low-mobility persons is provided at the Carrier official site [www.nordwindairlines.ru](http://www.nordwindairlines.ru).

**Booking an Air Carriage for Handicapped Passengers and passengers with other types of disability**

- 8.13.17. To book seats and enter into the Air Carriage Contract, (buy a touring product), handicapped passengers may call the Carrier or Agent (or touring operator or touring agent) at the sales point, via phone or email or book seats via the information systems.
- 8.13.18. When entering into the Air Carriage Contract, the disabled or low-mobility passenger shall inform the Carrier or its Agent that performs booking, sale and execution of the carriage documents and the touring operator or touring agent (for touring product sale agreements), of their health limitations; dimensions, weight, and other characteristics of their personal mobility aids (including data on batteries used for such aids, if any) to be carried onboard of an aircraft.

During the booking process it is required to inform in writing on:

- the type of vital limitations that disability imposes;
- the request to use services of accompanying and assistance at the airport;
- the presence of accompanying person;
- the presence of a guide dog;
- the amount of, size, weight and other characteristics of the individual means for mobility (including the presence and technical characteristics of the battery: type, its capacity/power in Watt-hours);
- the need to transport an oxygen concentrator device, medical equipment to support the life of a passenger, technical characteristics of such equipment.

At the request for the electrically driven wheelchair transportation, please indicate the following:

- the dimensions (the measurements of length, width, height when folded or actual dimensions if it is not possible to transport the item in folded form);
- the weight/mass;

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- the presence of a battery, its type and capacity/power;
- the presence of the additional batteries, their types and capacity/power;
- the contact phone number, fax, e-mail address.

*Note.* A request for the transportation of a person on the stretchers shall be made at least 48 hours prior to the departure given in the flight schedule.

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

### **Airports Services**

8.13.20. To enable the Carrier arranging the services requested, handicapped passengers should arrive to the departure airport beforehand, by the time when the checking-in for the flight begins.

8.13.21. Upon the request in relation to the disabled or low-mobility passengers, if submitted directly at the handling company's airport, the services listed below shall be provided toll-free:

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

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

- Assisting in movements inside the airport terminals, including during the passenger and baggage check-in;
- Assisting when passing the immigrations, customs, quarantine, veterinary, and phytosanitary controls in accordance with the Russian Federation laws and when passing the screening, additional screening, and re-screening for the purposes of transport security;
- Assisting during embarkation or boarding, including when using wheelchairs and/or ambulifts for low-mobility passengers
- Embarking in the priority order;

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- Disembarking with the use of wheelchair and/or ambulift, after the other passengers, including assistance in carrying hand luggage of the disabled passenger;
- Personal meeting at the arrival airport by the handling company employee.

### **The Onboard Services**

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

- Information of the Rules on Onboard Passenger Conduct and other information in a form suitable for disabled persons;
- Assisting in placement of hand luggage inside the cabin;
- Temporary leasing of a wheelchair, upon request of a low-mobility passenger for movements onboard of an aircraft; the maximum weight of the Passenger to be placed into the onboard wheelchair is 250 kg, the space between hand rests is 34 cm.

Onboard wheelchairs shall be activated by a member of the cabin crew and used only during the echelon flight;

- Assisting in movements to/from the toilet in the wheelchair to the disabled passengers, including the use of an onboard wheelchairs.

### **Seats Allocation on board**

8.13.24. It is strongly prohibited to seat the Passengers with reduced mobility and other handicapped persons at the seats near any emergency exits inside an aircraft.

### **Transporting the Passengers on Stretchers**

8.13.25. Persons staying on stretches are carried:

- In additional seats on board of an aircraft;
- In the Economy class only;
- The price is three times (3x) standard Economy class fare.

8.13.26. Passengers on stretches shall be carried upon consent of all involved departments of the Carrier and handling companies of the departure and arrival airports, which participate in the handling such passengers.

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

- The person on stretchers does not hinder others in case of the passengers' evacuation;
- Convenient evacuation of passengers on stretchers is guaranteed.

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

#### **Passengers Needing Oxygen for Medical Reasons**

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

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

8.13.30. The Carrier does not provide for the passengers on stretches any additional oxygen equipment, mentioned in the item 8.13.29 of these Rules.

#### **8.14. Pregnant women transportation**

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

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

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

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

#### **8.15. Deportees (passengers, who were expelled by the authorities decision)**

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

### 8.16. Persons with Denied Entrance to Destination Country

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

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

8.16.3. INAD passengers shall be assigned seats located in the rear section of the aircraft cabin.

8.16.4. When checking in INAD passengers, relevant remark shall be entered in the DCS and displayed in the passenger manifest.

8.16.5. INAD passengers shall be boarded before the main group of passengers, under the supervision of border control officers.

8.16.6. The border control officer / Airline representative accompanying the passengers during boarding informs the cabin crew of the presence of INAD passengers on the flight and hands the senior flight attendant the passengers' passports for the captain's custody during the flight.

8.16.7. Cabin crew members may obtain additional information on the seating arrangement of INAD passengers from the passenger manifest.

8.16.8. Upon arrival at the destination airport, INAD passengers disembark after the main group of passengers, and their passports are handed over to the receiving border control officer.

8.16.9. Note: the carriage of INAD passengers may be arranged on domestic flights for the purpose of onward transfer to an international airport.

### 8.17. Deportees and Persons under Custody

#### General

8.17.1. In order to ensure flight safety transportation of such passengers, accompanying persons, weapons and impact ammunition shall be agreed with the Carrier in advance (at least 24 hours prior to the scheduled departure).

8.17.2. Deportees and persons under custody shall be accepted for direct flights only, without stopovers.

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8.17.3. Such persons shall be boarded prior to the rest of the passengers and shall be disembarked the last. Such passengers shall be seated at the rear part of the cabin. It's forbidden to allocate seats to such passengers near emergency exits. If the passengers are accompanied by watchmen, they shall be seated next to the passenger.

#### **Deportees (DEPO)**

8.17.4. DEPU (deportee unaccompanied), i.e. persons deported from a country by the authorities due to the end of their residence permit or visa or conviction or due to political reasons, are accepted for carriage without accompanying persons only when the transportation is agreed by the Carrier.

8.17.5. DEPA (deportee accompanied), i.e. persons deported from a country by the authorities in accordance with the court decision on extradition of a criminal pending the actual proceedings, may be accepted for carriage with at least two guarding policemen (per one deportee) and upon consent of competent authorities of the countries involved and with the notice to the Carrier.

8.17.6. Fares for deportees shall be paid by the authorities of the departing country.

#### **Persons under Custody (under arrest)**

8.17.7. Each person under arrest shall be accompanied by at least 3 guards watchmen. With each additional person under arrest the number of guards shall be increased by one guard watchman.

8.17.8. When escorting a convict or a person under arrest onboard, the guards shall perform their duty without any fire arms.

When transporting convicts and detainees, the escort's (unloaded) firearms shall, after inspection, be placed in a locked metal case (container) belonging to the guard unit. The container shall be then sealed by the guard commander and handed over to an Aviation Security (AVSEC) officer under a handover report for delivery to the aircraft. A copy of the report remains with the escort leader. The metal case containing the escort's firearms must be transported in an isolated compartment of the aircraft.

Upon arrival at the destination airport, the weapons accepted for transport must be returned to the escort without delay in a designated area (as per Order No. 275 of the Russian Ministry of Transport, dated 16 August 2021, Clause 14).

8.17.9. In case of a long delay (1.5 hours or more) a person under arrest shall be taken by the guards from the aircraft to a special isolated room in the airport.

### **8.18. Transportation of Business Class passengers**

8.18.1. The following services are available for the business class passengers:

- Business class seats in the separate class cabin of the aircraft;
- The service of "Choosing seats" in advance of the flight (see item 8.7.1);
- Priority check-in to the Carriers' flights;

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- Using the services of the superior comfort waiting lounge since the moment of check-in start for their flight (only if the airport has such technical facilities or possibilities);
- Transportation of enhanced free baggage allowance for checked-in baggage and cabin baggage;
- Priority loading and offloading of their baggage;
- Individual service, including the serving of special diet meals, soft and alcoholic drinks, additional household equipment on board the aircraft.

*Note.* The alcohol beverages can be only served to the passengers (regardless of their citizenship) who reached the certain age, established by the Russian Federation legislation. In case of possible doubts whether the served person has reached the necessary minimal age the flight attendant is entitled to request to show passenger's identity document that allows calculating the exact age of the passenger for the day of the flight.

- 8.18.2. The Carrier has the right to set a ban on the transportation of any additional baggage allowance in certain directions and certain routes and notify the passenger about it during the booking and issuing transport tickets.
- 8.18.3. It is possible to issue a business class ticket for the transportation in business class when there is technical possibility (the aircraft modification with business class seats) and the business class seats are available for the booking.
- 8.18.4. Due to the airports infrastructural specific features, the possibility to provide a flight with business class in-flight meals in short terms is limited. At the Sheremetyevo base airport, the issuing of business class tickets is possible no later than 12 hours before its departure.
- 8.18.5. In case when the Carrier has to relocate the business class passenger out of necessity into the economy class cabin (without reissuing the ticket), such passenger has the right for the following services:
- free of charge service "Choosing seats" for the first free rows of the economy class cabin;
  - blocking of one free side-by-side seat (from the moment of online check-in for the flight, if the number of total passengers allows this);
  - keeping the free baggage allowances for check-in and cabin baggage at the business class standard;
  - receiving the difference between the bought business class ticket price and an economy class ticket price that was valid for the day when the passenger purchased the business class ticket.

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8.18.6. In the case when the Carrier has to relocate out of necessity the economy class passenger into the business class cabin, no additional price is charged and the services, listed in item 8.18.1 hereby, are not provided.

8.18.7. More detailed information about the conditions for this service usage and the list of routes, where the Business Class transportation is offered, find at the official website of the Carrier [www.nordwindairlines.ru](http://www.nordwindairlines.ru).

### 8.19. Passengers location in the aircraft cabin\*

Different categories of passengers are accommodated in the aircraft cabin in accordance with the table below:

Passenger Category	Business Class seats	First row seats Economy	Last rows seats Economy	Seats close to Emergency exits*
Passengers with children	Yes	Yes	Yes	No
Unaccompanied minors (UM)	Yes	Yes	Yes	No
Passengers aged under 18 years old	Yes	Yes	Yes	No
Elderly passengers (65+)	Yes	Yes	Yes	No
Passengers who do not speak the language of the crew	Yes	Yes	Yes	No
Deported passengers (Deported out of country by state authorities, ref. item 8.17)	No	No	Yes	No
Inadmissible passengers (Entry to the country was denied by local authorities, ref. item 8.16)	No	No	Yes	No
Passengers under guard	No	No	Yes	No
Passengers with disabilities	Yes	Yes	Yes	No
Passengers with obvious physical and mental disabilities	Yes	Yes	Yes	No
Passengers with impaired vision with service dogs	Yes	No	Yes	No
Passengers with impaired vision without service dogs	Yes	Yes	Yes	No
Passengers - Patients on stretchers	No	No	Yes	No
Passengers with animals (PETC)	Yes	No	Yes	No
Passengers with utility dogs	Yes	No	Yes	No
Passengers on duty/Crew members	Yes	Yes	Yes	Recommended

\*Note. Emergency exits seats include the first row of seats in the class cabin, if there is no divider between the different class cabins.

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## 9. BAGGAGE TRANSPORTATION

### 9.1. General

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

### 9.2. Free baggage allowance

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

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

### 9.2.6. Pooling Checked Baggage

#### **If the ticket fare includes free baggage allowance:**

- In accordance with Clause 127 of FAR-82, passengers travelling together (family members, travelling companions or persons on business trips) may request to combine their baggage weight allowance when checking in simultaneously. The total weight and number of baggage items must not exceed the combined allowance of all travelling passengers. No single item may exceed 30 kg in weight or 203 cm in total dimensions (length + width + height). Excess baggage (over 30 kg) and/or oversized baggage (exceeding 203 cm in total dimensions) will be charged according to applicable tariffs.
- For multiple baggage items belonging to a single passenger, when the ticket fare includes an allowance of more than one baggage item. The total number of items must not exceed the permitted allowance, with no single item exceeding 30 kg in weight or 203 cm in total dimensions. Excess baggage (over 30 kg) and/or oversized baggage (exceeding 203 cm in total dimensions) will be charged according to applicable tariffs.

#### **If the ticket fare does not include free baggage allowance, but passengers travelling together have prepaid for baggage:**

- Passengers travelling together (family members, travelling companions or persons on business trips) may request to combine their prepaid baggage allowance when checking in simultaneously. No combined piece of baggage may exceed 30 kg in weight or 203cm in total dimensions. The total number of pooled items must not exceed the number of prepaid baggage items as shown on the carriage documents. Excess baggage (over 30 kg) and/or oversized baggage (exceeding 203 cm in total dimensions) will be charged according to applicable tariffs.

#### **The following items cannot be included in baggage pooling:**

- Sports equipment transported under special seasonal promotions (e.g., ski/snowboard or surfing/diving equipment).

**Example 1:** Two passengers (family members) travelling on "Optimum" fare tickets (combined free allowance: 2 items/40 kg) with baggage weighing 30 kg and 10 kg. Result after pooling: 1 item at 30 kg and 1 item at 10 kg.

**Example 2:** Two passengers (family members) travelling on "Light" fare tickets (no free baggage allowance) with baggage weighing 15 kg and 5 kg. Both passengers may purchase "Additional baggage item up to 10kg and 203cm" service (combined allowance: 2 items/20 kg). Result after pooling: 1 item at 15 kg and 1 item at 5 kg.

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**Important:** Prepaid baggage cannot be pooled with baggage transported under free allowance provisions.

Baggage shall be checked in for each passenger separately.

The weight of a piece of the joint baggage not exceeding 30 kg is accepted for carriage without extra payment. Detailed information and terms for carriage of joint baggage exceeding the free allowance is available in the booking systems and on the official web-site: <https://nordwindairlines.ru>

If the Passenger fails to comply with the baggage carriage conditions, the Carrier may refuse to combine the baggage allowances.

### 9.3. Registered Baggage

9.3.1. The Passenger's baggage shall be accepted for carriage when checking-in at the destination airport. The Carrier or the handling company issues to the Passenger the numbered baggage tag for each piece of checked-in baggage. A baggage tag serves to identify baggage. To denote special carriage conditions, checked-in baggage shall bear a special baggage tag without number.

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

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

### 9.4. Cabin Baggage

9.4.1. The hand luggage may include baggage items not containing any substances and items forbidden for carriage in the aircraft cabin, weight and dimensions of which are set by the Carrier in accordance with the Federal Aviation Rules and ensure their safe and secure placement in the aircraft cabin. The toll-free allowance for hand luggage is established within the limits specified by the Carrier. It is the Passenger's responsibility to ensure safety and security of his/her hand luggage carried in the cabin.

The hand luggage and carry-on items in excess of the permitted limit and having dimensional restrictions shall fit freely in the calibration stand.

9.4.2. The hand luggage, within the limits of the checked-in baggage allowance set by the Carrier, if there is no possibility to carry it in the passenger cabin for safety reasons,

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can be carried in the baggage-cargo compartment and registered as checked-in baggage at no extra charge.

All baggage for transportation in the baggage-and-cargo space should be searched by the transport security division for the absence of prohibited items and substances in it.

9.4.3. Details on the hand luggage are listed at the Carrier's official website <http://nordwindairlines.ru>

9.4.4. The free cabin allowance for hand luggage is as follows.

**Economy Class.** The weight and dimensions (length, width, height) of the baggage must not exceed the limits set by the fare for the free cabin baggage allowance:

- number of baggage pieces is one (1);
- the weight no more than 10 kg for all brand fares;
- the dimensions do not exceed 40x30x20 cm for the passenger of Economy – Light and Economy – Optimum, that is also valid for the tickets purchased as part of the tourist package;
- the dimensions of hand luggage do not exceed 55x40x20 cm for the passengers flying with brand Economy – Premium.

**Business Class.** The weight and dimensions (length, width, height) of the baggage must not exceed the limits set by the fare for the free cabin baggage allowance:

- Business Optimum fare, number of cabin baggage pieces is one (1);
- Business Premium fare, number of cabin baggage pieces is two (2);
- The weight is no more than 10 kg for all brand fares;
- The dimensions of any baggage piece do not exceed 55x40x20 cm for the passengers of Business – Optimum/Premium fares.

Detailed information and free baggage allowance are listed at the Carrier's website <https://nordwindairlines.ru>

9.4.5. Excess of the free baggage allowance.

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

Excess of the free baggage allowance:

- for the brand Economy – Light/ Optimum, the size of one piece up to 55x40x20 cm is allowed to be exceeded under the condition of payment of the Carrier's fee for excess cabin baggage;

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- when exceeding the dimensions 55x40x20, the hand luggage may be accepted for carriage only in the baggage-cargo compartments of the aircraft as checked-in baggage subject to the applicable fare.

9.4.6. Extra hand luggage is labelled with a tag (cabin baggage / в кабину).

9.4.7. For certain flights, the Carrier may cancel this service for purposes of flight safety.

9.4.8. During the boarding process the cabin baggage of the passenger, as well as items, carried as hand luggage, having doubtful dimensions, may be additionally checked using a special device - a cabin baggage calibration gauge/calibrator. In case if the *exceeding the hand luggage allowance* the passenger might be *denied air carriage*, according to the requirements of Federal Aviation Rules-82:

- hand luggage, exceeding the weight and/or dimensions of the free carry-on baggage stipulated by the Aviation company, shall be checked in by the passenger as baggage in accordance with the terms of air carriage agreement entered (FAR-82 item. 133) during the check-in process for the flight;
- The Aviation company may unilaterally terminate the passenger air carriage agreement in case if the aircraft passenger refuses to pay for the carriage of his baggage in the amount and on the terms provided for in the passenger air carriage agreement (Federal Aviation Rules-82 item 230, subitem 4).

9.4.9. Fees established for excess hand luggage are detailed at Carrier's official website [www.nordwindairlines.ru](http://www.nordwindairlines.ru)

9.4.10. **Personal Belongings.** As hand luggage and in addition to the toll-free allowance established by the Carrier, the Passenger may carry toll free the following items:

- rucksack, weighing no more than 5 kg and with dimensions not exceeding 40x30x20 cm, or women's bag, or portfolio with items inside the rucksack, women's bag or portfolio;
- bunch of flowers;
- outer garment;
- children's food required for the flight time;
- suit in the garment bag;
- child-carriage devices (cradle, holding systems (devices) for children below 2 YOA, strollers or other devices) when carrying a child(children), with the device dimensions allowing their safe and secure placement in the cabin's overhead rack or under the front passenger's seat; in the capacity of child holding device and in presence of separately paid place for the child it is allowed to transport a special certified portable child seat equipped with seat belts to be fixed on passenger aircraft seat;
- drugs or special dietary products in amounts required for the flight;

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- crutches, walking sticks, walkers, rollators, folded strollers actually used by the Passenger and allowing their safe and secure placement in the cabin's overhead rack or under the front passenger's seat;
- goods bought at airport duty-free shops, packed into the sealed plastic bag, with their weight and dimensions allowing their safe and secure placement in the aircraft cabin and not exceeding the allowance: weight up to 3 kg; dimensions not exceeding 40x30x20 cm.

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

9.4.12. Upon the Carrier's consent in the passenger cabin of the aircraft it is allowed to carry things and objects that require special precautions during handling, if such objects are within the size and weight standards set by the Carrier: cinema and photo equipment, television and radio equipment, electronic devices, musical instruments, glass, porcelain, ceramics, human organs and tissues, blood and its components, samples of human biological materials intended for therapeutic and diagnostic purposes, including for hemotransfusion or transplantation (biological materials).

9.4.13. The size, weight and number of pieces of hand luggage and personal belongings can be additionally checked by the employees of the Carrier upon the arrival of the flight to the destination airport.

## 9.5. The baggage with the "Limited Release" tag

9.5.1. The Limited Release Tag (Limited Release) is an identifying luggage tag and must include the information as follows:

- Passenger's first name and surname;
- Route and destination to which the baggage is to be taken (airport codes);
- flight number with the Carrier's code;
- connection point, if any (airport code);
- number.

9.5.2. The Limited Release tag shall apply in the cases as follows:

- hand luggage and items exceeding the permitted limit are accepted for carriage in the baggage-cargo compartment as checked baggage only. The passenger is required to pay for the carriage of this excess baggage at the special excess baggage fare. All baggage carried in the baggage-cargo compartment must be checked by transport security unit for prohibited items and substances;
- transportation of fragile, improperly packed or damaged baggage which is declared to be handled subject to the limitation of responsibility of the Carrier. In

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this case the type of baggage, place and nature of damage of packaging, as well as the signature of a passenger shall be noted on the tag to certify the acceptance of limited liability of the Carrier for the carriage of such baggage.

## **9.6. Payable (Excess, Heavy-Lift or Oversized) Baggage**

- 9.6.1. Excess, oversized and heavy-lift baggage shall not be accepted for carriage, unless the aircraft has free carriage capacities and the Passenger has paid for such baggage, except when carriage of such baggage is agreed with the Carrier and paid for at the booking and except for wheelchairs or other mobility aids for the disabled or low-mobility passengers. Passengers shall inform the Carrier or its Agent beforehand on expected weight and number of pieces of excess baggage and shall book carriage capacities for such baggage.
- 9.6.2. If an amount of baggage submitted by the Passenger for transportation exceeds the amount booked and paid for previously, such baggage shall not be transported unless the aircraft has a free carriage capacity and the applicable fee is paid in full.
- 9.6.3. The Carrier has the right to apply restrictions or refuse carriage of the excess baggage, if not agreed with the Carrier beforehand.
- 9.6.4. If, at a departure point, the Passenger submits a lesser amount of baggage in terms of its weight or number of pieces, than those booked and paid for, the Carrier will refund to such Passenger the difference of the excess baggage fee between the booked and factual weight.
- 9.6.5. Along a route, the Passenger may reduce or, upon the Carrier's consent, increase his/her baggage weight and number of pieces.
- 9.6.6. If the Passenger increases weight and/or number of pieces of his/her baggage along a route, such Passenger shall pay for the baggage exceeding the toll-free allowance in terms of its weight or dimensions. If the Passenger reduces the baggage weight and/or number of pieces en-route, the Carrier will not re-calculate the baggage transportation fee.
- 9.6.7. Oversized baggage may be accepted for carriage, provided dimensions of the aircraft loading hatches and cargo compartments are sufficient for loading/unloading and onboard placement of such baggage. Oversized baggage shall have carriage handles and fastenings to be used when the baggage is moved to/from an aircraft and during flight.
- 9.6.8. If an oversized and/or excess baggage has to be carried by several carriers, a carrier which intends to issue a carriage document shall receive consents of all carriers involved.

## **9.7. Fees for Excess, Heavy or Oversized Baggage**

- 9.7.1. For carriage of oversized or heavy baggage or service dogs, the Passenger shall pay on the basis of the above's actual weight, dimensions and number of pieces, in accordance with the baggage fees established by the Carrier, regardless of the other

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items belonging to the Passenger and carried as checked-in baggage, except for guide dogs accompanying visually impaired passengers, wheelchairs, crutches, walking sticks, walkers, or rollators actually used by the low-mobility passengers, or children's strollers with their dimensions allowing their safe and secure placement in the cabin's overhead rack or under the front passenger's seat; such items to be carried without the extra payment.

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

9.7.3. Fees for the transportation of the oversized, excess or heavy-lift baggage shall be published at the Carrier's website [www.nordwindairlines.ru](http://www.nordwindairlines.ru).

### **9.8. Baggage Carried on Passenger Seat (CBBG)**

9.8.1. Baggage requiring special carriage conditions (such as valuables or fragile items) may be accepted for carriage in the passenger cabin, if:

- the Passenger has agreed this carriage with the Carrier in advance;
- the baggage was screened by the transport security unit.

9.8.2. The Passenger shall pay, for the additional seat, the standard fare (the excess baggage fee is not charged). For cabin baggage (CBBG) a separate ticket shall be bought and issued.

9.8.3. A weight of the cabin baggage shall not exceed an average passenger's weight (80 kg or less) and dimensions of such baggage shall allow its placement in a separate passenger seat.

9.8.4. Baggage shall be placed in the window seat and fastened with the seat belt, so as to exclude hindrances when proceeding to the aircraft exits and emergency exits, exclude blocking the aircraft displays (i.e. "No Smoking," "Fasten Seat Belts," or "Exit", etc.) from view, or exclude hampering of the stewards' functions.

9.8.5. Cabin baggage (CBBG) shall be booked by the same booking as the passenger's only.

9.8.6. The baggage carried in the passenger seat is to be checked-in by the Passenger at the check-in counter. For CBBGs, a separate boarding pass shall be issued, with the seat number specified. It is the Passenger who is responsible for safety and security of such baggage.

9.8.7. The baggage shall properly be packed to exclude damage to the aircraft equipment during transportation. The baggage package shall have items allowing its fastening to the seat.

9.8.8. The Passenger bears all responsibilities in relation to transfer of the cabin baggage to/from an aircraft, loading/unloading, and placement in the cabin.

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## 9.9. Requirements for Baggage Contents

9.9.1. To ensure flight safety, the items and substances listed below shall not be accepted for carriage as checked-in baggage or personal belongings (as required by FAR-82, Directive of the Ministry of Transport of the Russian Federation No. 34 dated 4 February 2025 "On Establishing the Rules for Screening, Extra Screening, Re-Screening, Observation and/or Interview for Transportation Security Purposes"):

- Items that may cause harm to the aircraft, persons or property onboard; animals and birds (except for pets and room birds and task dogs), insects, fishing material, reptiles, rodents, experimental or diseased animals, and items and substances forbidden for air carriage in accordance with applicable laws of the Russian Federation, international treaties or agreements signed by the Russian Federation, and the laws of a country to, from or over which the air carriage is performed;
- Explosives and items with explosive inserts, as well as explosive tools;
- Liquefied and compressed gases;
- Flammable liquids;
- Flammable solids;
- Oxidizing substances and organic peroxides;
- Toxic substances;
- Radioactive materials;
- Acrid or corrosive substances;
- Toxic substances;
- Firearms, cold steel, or gas weapons (except when stipulated otherwise by the Russian Federation laws)
- Gas sprays, pepper sprays, etc. with an active agent.

9.9.2. Dangerous goods, weapons, explosives, other articles or substances forbidden or limited to carry onboard of aircraft by either crewmembers or passengers are listed in Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284 ICAO).

9.9.3. List of dangerous goods and substances permitted for carriage onboard aircraft under specified conditions

When carried in checked baggage in cargo or baggage compartments of the aircraft preventing passengers from accessing their baggage during the flight:

- civilian, service, as well as military hand-held firearms and bladed weapons, in accordance with Federal Law No. 150-FZ dated 13 December 1996 "On

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Weapons", under the procedure established by the laws of the Russian Federation;

- crossbows, underwater guns, sabres, hatchets, scimitars, cavalry sabres, swords, small swords, bayonets, knives including hunting knives, jack knives, locking knives, replicas of any weapons;
- household knives (scissors) with blades over 60 mm long;
- alcoholic beverages with alcohol content over 24% but not more than 70% vol. of alcohol in containers not exceeding 5 litres and retail packaging not more than 5 litres per passenger on domestic flights and 2 litres per passenger on international flights;
- liquids or strong drinks with volumetric alcohol content not exceeding 24%, packaged in consumer containers bearing the federal duty stamps for alcoholic products;
- aerosols intended for sports or household purposes, release valves of cylinders protected by caps from spontaneous release of contents whose volume does not exceed 0.5 kg or 500 ml subject to a total weight of all products not exceeding 2 kg or 2 l per passenger;
- medical mercury thermometers in standard packaging: 1 per passenger.

*Note.* In the case of during the screening any items or substances that could be used for an attack are discovered, yet they are not included into the list of forbidden items onboard, such items or substances shall be packed by the Passenger and carried as the checked-in baggage *баража*.

**Passenger's personal belongings may include:**

- a medical mercury thermometer, a mercury barometer or thermometer, packed in a sturdy outer packaging kit containing an absorbent inner liner or pouch made of sturdy impermeable or puncture-resistant material that prevents mercury leakage from the package regardless of its orientation;
- dry ice for cooling perishable goods – not more than 2.5 kg per passenger;
- 3% hydrogen peroxide: not more than 100 ml per passenger;
- liquids, gels or aerosols classified as non-dangerous: in containers holding not more than 100 ml (or an equivalent capacity expressed in other units of measurement) packed in a closed transparent plastic bag whose volume does not exceed 1 l (one bag per passenger), including:
  - medicines, special dietary products, baby food, including breast milk, in such quantity as required for the duration of the flight;

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- medicines containing narcotic drugs, psychotropic substances or their precursors, subject to the availability of documents required by international treaties of the Russian Federation, including regulations enshrined in the laws of the Eurasian Economic Union and/or the laws of the Russian Federation confirming that such medicines were prescribed to the passenger specifying his or her name and quantity, in such quantity as required for the duration of the flight;
- biological materials provided that the passenger has documents required by international treaties of the Russian Federation, including regulations enshrined in the laws of the Eurasian Economic Union and/or the laws of the Russian Federation setting out the procedure for transporting the biological materials;
- liquids purchased in duty-free shops at air transport infrastructure facilities or on board an aircraft and packed in a sealed (security-tamper-evident) plastic bag that allows identification of any access to the bag's contents during the flight, with proof that these items were purchased at air transport infrastructure duty-free shops or on board the aircraft on the day(s) of travel.

**It is forbidden to carry any mock-up weapons in the passenger cabin** (i.e. handgun, revolver, rifle, carbine, stun guns, etc.)

#### 9.9.4. Medicines (Pharma)

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

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

- Medical statement: doctor's prescription, excerpt from the medical history, certified by signatures of the treating doctor, Chief Medical Officer and the hospital seal;
- The medical statement shall specify the descriptions of the potent substance(s) prescribed, their dosage and treatment interval;
- The number of potent substance(s) shall comply with the dosage and treatment interval specified in the medical statement;
- For certain cases, the Passenger needs to submit the cash receipt to confirm the legal purchase;

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- For certain cases, the Passenger needs to submit the certified English translations of the documents listed above.

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

9.9.5. When not prohibited by the transport infrastructure entity or Airline in case of implementing additional transport security measures for high-risk flights:

- corkscrews;
- injection needles (if not reasoned by doctors);
- knitting needles;
- scissors with their blade length below 60 mm;
- extendable (without a lock) knives with the blade length below 60 mm;
- medical thermometers containing mercury;
- barometers or thermometers containing mercury.

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

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

#### **9.10. Provisions on Dangerous Goods, transported by a passenger or aircraft crew**

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

9.10.1. **Batteries (Lithium-ion batteries)** (including wearables/gadgets)

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

**A button cell** (*Button cell*) is a round small element or battery, with the height of it lower than diameter/calibre.

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**A cell (Cell)** is one electrochemical unit (with one positive and one negative electrode), enclosed in a protective shell.

**A battery (Battery)** is a block of two or more cells or accumulators, united into an electrical chain.

**The power capacity of lithium-ion batteries in Watt-hours** (Watt-hour rating) is a multiple of battery voltage in volts (V) and capacity in Ampere/Hours, (Ah). In other words,  $Wh = V \times Ah$ .



**Button cell/ Coin cell**



**Cell**



**Battery**

Transportation conditions (art.1 of the Chart 8-1 Doc 9284 ICAO): the approval from the Carrier is required for the items c) and d), it is allowed to transport the lithium-ion batteries as a registered baggage in cargo department (except for g) and h)) and inside the cabin baggage provided that the following limits are complied with

- a) each battery shall be of a type that meets the requirements of each test set out in subsection 38.3 of part III of the UN Manual of tests and criteria;
- b) in cases when the vehicle does not provide adequate battery protection:
  - the lithium content in the lithium-ion batteries should not exceed 2 g; or
  - the power capacity of the battery must not exceed 100 Wh;
- c) with Carrier's approval the power capacity of each battery should not be exceeding 100 Wh, but should never exceed 160 Wh for the lithium-ion batteries;
- d) with Carrier's approval the lithium content in each lithium-ion batteries may exceed 2 g, but cannot exceed 8 g in case if the lithium-metal batteries are used for the portable medical electrical devices;
- e) the batteries inside the wearables shall be subject to the following provisions:
  - the actions should be taken in order to prevent them from their spontaneous activation and to protect devices from damage;
  - the wearables (all types of gadgets and devices) shall be carried in cabin luggage, however:

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if carried in checked baggage, they **must be completely switched off** (not turned into sleeping/standby/aviation mode, but fully switched off), **if the batteries parameters exceed:**

- lithium content in the lithium-metal batteries more than 0,3 g per device; or
- the power capacity of lithium-ion batteries in Wh equals to 2,7 Wh per device.

*Note.* All laptops/netbooks and/or other electronic devices of bigger size and weighting more than 1 kg must be switched off and placed to the passenger's cabin baggage during the taxiing, take-off, climb, as well as descend and landing of an aircraft.

- f) if a portable electronic device is capable of generating excessive heat that could cause a fire after such devices/gadgets/equipment is set for the operations, then its batteries and heating elements must be isolated by removing the heating element, battery or other components from the devices/gadgets/ equipment;
- g) **Spare batteries, including Power Banks:**

**Devices known as portable chargers (Power Banks) are classified as spare batteries.**

According to the requirements of Table 2.3.A "Requirements for dangerous goods carried by passengers or crew members" (subsection 2.3 IATA DGR), spare batteries, including lithium batteries, non-spillable batteries, nickel-metal hydride batteries and dry batteries (see 2.3.5.8 IATA DGR) for portable electronic devices:

- must be carried as hand luggage;
- must be protected separately in such a way as to prevent short circuits (by placing in the original retail packaging or otherwise isolating the terminals, for example, by wrapping tape around the open terminals or placing each battery in a separate plastic bag or protective cover);

Restrictions for power banks:

- Lithium metal batteries: lithium content must not exceed 2 g (see 2.3.5.8.4 of IATA DGR).
- Lithium-ion batteries: **Watt-hour rating must not exceed 100 Wh** (see 2.3.5.8.4 of IATA DGR). A maximum of 20 spare batteries per person is permitted. The Airline may permit the carriage of more than 20 batteries.
- Non-spillable batteries: voltage not exceeding 12 V and capacity not exceeding 100 Watt-hours. A maximum of two spare batteries per person is permitted (see 2.3.5.8.5 IATA DGR).

- h) the baggage, which contains Li (lithium) battery(ies):

Carriage conditions (para. 1h of Table 8–1 Doc 9284 ICAO): No airline approval required for carriage. May be transported as either checked baggage or cabin baggage, subject to the following restrictions:

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- non-removable batteries must contain no more than 0.3 g of lithium metal **or** lithium-ion batteries must not exceed 2.7 Wh;
- **removable** batteries must be removed if baggage is checked. Extracted batteries shall be classified as "Spare Batteries" and may be carried in the aircraft cabin in accordance with the requirements of para. g) "Spare Batteries, Including Power Banks" above.

**Baggage with built-in non-removable lithium batteries where lithium metal content exceeds 0.3 g or Watt-hour rating exceeds 2.7 Wh IS PROHIBITED in both checked and cabin baggage!**

- i) one individual person can transport no more than two (2) spare batteries, both complying with the provisions of points c) or d) Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284 by ICAO).

#### 9.10.2. **Non-Spill ("not leak proof") Liquid Batteries, Nickel-Metal Hydride Batteries and Dry Charge Batteries**

Transportation conditions (art. 2 Chart 8-1 Doc 9284 ICAO): the approval from the Carrier is NOT required for the items, it is allowed to transport the "not leak proof" batteries as the checked-in baggage, as well as in the cabin baggage, provided that the following limits are complied with:

- a) the non-spill "not leak proof" batteries:
  - i. should comply with the requirements of the IATA dangerous goods regulations special provision A67;
  - ii. the voltage of each battery should not exceed 12 W, while its power/capacity should not exceed 100 Wh;
  - iii. each battery must be protected from short circuit by effective sealing of the open terminals;
  - iv. no more than two spare batteries per person may is allowed for transportation;
  - v. if the batteries are inside the wearables, then actions should be taken in order to prevent devices from their spontaneous activation, or each of the batteries must be disconnected, while its open terminals must be isolated/sealed;
- b) each dry-charge accumulator or nickel-metal hydride battery must comply with the provisions of IATA dangerous goods regulations special provision A123 or special provision A199 reflectively;
- c) if the batteries are placed inside the equipment, the equipment shall either be protected against spontaneous activation or each battery shall be disconnected and its open terminals isolated.

#### 9.10.3. **Battery-Powered Portable Electronic Smoking Devices**

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The battery-powered portable electronic smoking devices are the devices activated by the batteries, including the following: electronic cigarettes, electronic thin cigars, electronic cigars, electronic pipes, personal vaporizers, electronic nicotine delivery systems.

Transportation conditions (art. 3 Chart 8-1 Doc 9284 ICAO): the approval from the Carrier is NOT required for the items; it is allowed to transport the devices in the cabin baggage, provided that the following limits are complied with.

- a) If the devices are powered by the lithium batteries, then each battery must comply with the limits set in the art.1 "Lithium Batteries", items a), b), g) Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284 by ICAO).
- b) It is forbidden to charge the devices and/or batteries on board of an aircraft.
- c) The equipment/devices shall be protected against spontaneous activation of the heating element on board of an aircraft.

#### 9.10.4. **Battery-Powered Wheelchairs/Mobility Devices or Aids**

The mobility devices (for example a wheelchair), powered by the batteries, are divided into the following categories:

- with spillable liquid batteries;
- with non-spill liquid batteries;
- with dry-charge batteries;
- nickel-metal hydride batteries; or
- lithium-ion batteries

The pilot-in-command has to receive the information on the location of the mobility devices with batteries, removed batteries and spare batteries.

Transportation conditions (art.4 Chart 8-1, Doc 9284 ICAO): the approval from the Carrier is required for the items. Mobility devices, powered by the batteries are transported in baggage cargo holds as registered baggage. The lithium-ion batteries are transported in the hand luggage/cabin baggage (see item "e"). The following limits should be complied with in order to transport such batteries by air:

- a) the mobility devices can be used by the passengers with reduced mobility, which was caused by the permanent or temporarily disability, health deterioration or advancing age, or resulting from temporarily problem, limiting the capacity to move (for example, leg fracture);
- b) a passenger must obtain the Carrier's approval in advance and provide information about the type of installed battery and the procedure for handling the mobility device/ mobility aid vehicle (including instructions for the battery isolation);

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### **Spillable batteries (leak-type batteries) for wheelchairs and mobility devices**

(DGR 2.3.2.3) All wheelchairs or other battery-powered mobility devices/aids designed in order to support those passengers whose mobility is limited either by disability, health issues or age, or by their temporary problems (such as a leg fracture), equipped with leak-type batteries (spillable batteries). These batteries must meet the following requirements:

(DGR 2.3.2.3.1) Battery-powered mobility device/aid with built-in battery (ies) must be securely fixed in the cabin/hold using ropes, harnesses, or other restraint devices. Mobility device/aid, battery(s), electrical cables and control units must be protected from damage, including that which may be caused by the movement of baggage pieces, mail or cargo.

(DGR 2.3.2.3.2) make sure that the following steps are completed:

- a) the battery terminals are protected against short circuits, for example by being attached to the battery case;
- b) battery(-ies) is equipped with ventilation bugs, which prevent the leaking, if possible;
- c) battery(-ies) either/ or:
  1. is(are) duly protected from damage from the mobility device/aid structures and firmly fixed to the wheelchair or other mobility device/aid. Its (their) electrical circuits must be insulated in accordance with the manufacturer's instructions;

or:

  2. should be removed from the mobility device/aid in accordance with the manufacturer's instructions in case, if the mobility device cannot be stored in the upright position.

(DGR 2.3.2.3.3) Vehicles containing leak-type batteries(s) must be loaded, secured and unloaded in an upright position. If the wheelchair or mobility aid/device cannot be loaded, secured and unloaded in an upright position only, or if the battery(s) in the mobility device/aid are not duly protected, the Carrier must remove this battery(s). The removed battery(s) must be transported in firm, inelastic packaging while:

- a) the cases or packages must be leak-proof, resistant to the chemical electrolyte attack and must be secured to prevent tip-over using the constraint ropes to a pallet or securing the device/aid inside the cargo compartment by dedicated means of fixation, such as ropes, straps or slings (it is forbidden to use other cargo or baggage pieces for securing/fixation):
- b) the battery(ies) must be protected from short circuits and must be stored in the upright position inside its case or package with the enough absorbent material to absorb the entire volume of electrolyte liquid; and
- c) such cases or packages must be marked with signs/notes "BATTERY, WET, WITH WHEELCHAIR" or "BATTERY, WET, WITH MOBILITY AID" and the danger label "Corrosive" and "Orientation" for cargo handling sign.

### **Dry-charge or the Nickel-Metal Hydride batteries**

The effective version is at: [http://sirius:8080/nws\\_intranet/](http://sirius:8080/nws_intranet/), EDMS LLC "NORD WIND"

File: [i-01-005\\_5\\_2.docx](#)

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- d) if it is dry-charge batteries or nickel-metal hydride batteries, each battery must comply with Special Provision A123 or Special Provision A199, respectively

### **Mobility Aids with Non-spillable Wet Batteries**

- e) for the leak-proof wet batteries:
- i. each battery must comply with the special provision A67;
  - ii. a maximum of one spare battery per passenger is permitted.

### **Mobility Aids with Lithium Batteries**

- f) for the lithium-ion (Li-on) batteries:
- i. each battery must meet the requirements for the each test, described in the subsection 38.3 of Part III of the UN Manual of Tests and Criteria;
  - ii. in cases where the mobile aid/device does not provide adequate battery protection:
    - the battery must be removed in accordance with OEM instructions
    - the battery capacity must not exceed 300 Wh;
    - the battery terminals must be protected from short circuit (by isolating the terminals, for example, wrapping tape around unprotected terminals);
    - the battery must be protected from damage (for example, by placing it inside the case or package);
    - the battery must be transported inside the passenger cabin;
  - iii. **only one spare battery can be taken to the trop, with its power capacity max. 300 Whr or two spare batteries, the power capacity of each not exceeding 160 Whr.** Spare battery(ies) must be transported inside the passenger cabin.

*Note 1.* Lithium-ion (li-on) batteries are rechargeable batteries where lithium is in the electrolyte in the ion form, also lithium polymer batteries are included to the category of lithium-ion batteries. This battery type is usually labelled as Lithium / Lithium-ion (Li-ion).

*Note 2.* The lithium battery(s) can be left inside the mobility aid/device if the battery(s) is/are protected from damage by the aid's/device's structure and is/are firmly tied to the mobility aid, or may be removed in accordance with the OEM's instructions. The removed battery must not exceed 300 Wh.

If the specific battery of a wheelchair/mobility aid/device with lithium batteries is not removable, then the Wh energy capacity limits for this battery do not apply.

*Note.* **The capacity of the battery** is measured in watt-hour (Wh) and is marked by the OEM on the external panel of each battery. The power capacity of a battery can be calculated

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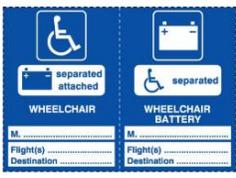
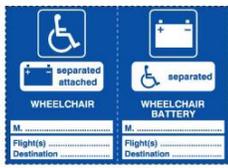
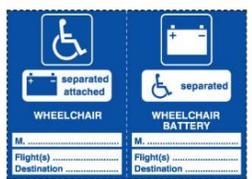
autonomously, by multiplying battery voltage in volts, per capacity in ampere-hours:  $Wh = V \times Ah$ .

9.10.4.1. Если средство передвижения на батареях, невозможно привести в безопасное состояние для перевозки воздушным транспортом, его перевозка запрещена.

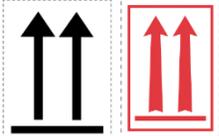
9.10.4.2. Requirements for the transportation of vehicles mobility aids/devices, powered by the different types of batteries, are summarized in the Chart.

Table

**Requirements for battery-powered vehicles/aids/devices transportation**

Type of Battery inside Mobility Device	Non-spill liquid batteries	Nickel-Metal Hydride	Dry-charge	Spillable liquid batteries	Lithium-ion batteries
1.	2.	3.	4.	5.	6.
<b>Marking</b>	Non-spillable wet <b>GEL / AGM</b>	Nickel-metal hydride <b>Ni MH</b>	Dry batteries <b>Dry</b>	Spillable batteries <b>Acid / Alkaline</b>	Lithium batteries <b>Lithium / Li-ion</b>
<b>Batteries Requirements</b>	Comply with the Special Provision A67 of ICAO Guidelines	Comply with the Special Provision A199 of ICAO Guidelines	Comply with the Special Provision A123 of ICAO Guidelines	Equipped with leak-proof ventilation bugs (if possible)	Comply with the UN Manual of Tests and Criteria, Part III, subdivision 38.3
<b>Batteries to be removed or not to be removed</b>	<b>Leave</b> , if the device construction guarantees the proper protection of the battery(ies) and battery(ies) is/are securely attached to the mobility aid/device (or remove if not)			Preferably transport in an upright position when this possible during the loading, securing in the baggage compartment, and unloading. If not, then the battery must be removed out of wheelchair/mobility aid	<b>Remove</b> or leave unremoved, if the device construction guarantees the proper protection of the battery(ies) and battery(ies) is/are securely attached to the mobility aid/device
<b>Spare batteries number, which is approved apart from those removed, if applicable</b>	1	2	2	No	1 for mobility aids, with one battery's capacity of <u>maximum 300 Whr</u> ; or two (2) for the mobility aids, powered by <u>two batteries, each with power capacity no more than 160 Whr</u> .
<b>Requirements to battery packaging</b>	Case/package must be firm, inelastic				Can be in protective envelope / bag
<b>Markings and hazard signs</b>	 <p style="text-align: center;">Figure 3 – Battery-powered Wheelchair and Mobility Aid Label</p> <p>Left side of label sticks to wheelchair/ mobility device and shows, whether the battery was removed or not, and right side of the label sticks to the battery, which was removed from the wheelchair/mobility aid</p>			<p><b>If a battery stays on mobility aid it should be marked: BATTERY-POWERED MOBILITY AID</b></p>  <p style="text-align: center;">Figure 3 – Battery-powered Wheelchair and Mobility Aid Label</p> <p><b>If the battery is removed - it should be marked with tags «BATTERY, WET, WITH WHEELCHAIR»</b></p>	 <p style="text-align: center;">Figure 3 – Battery-powered Wheelchair and Mobility Aid Label</p>

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Type of Battery inside Mobility Device	Non-spill liquid batteries	Nickel-Metal Hydride	Dry-charge	Spillable liquid batteries	Lithium-ion batteries
1.	2.	3.	4.	5.	6.
<b>Marking</b>	Non-spillable wet <b>GEL / AGM</b>	Nickel-metal hydride <b>Ni MH</b>	Dry batteries <b>Dry</b>	Spillable batteries <b>Acid / Alkaline</b>	Lithium batteries <b>Lithium / Li-ion</b>
				or «BATTERY, WET, WITH MOBILITY AID» and labels «Corrosive» and «Orientation» »  <small>Figure 1 - Corrosive label</small>  <small>Figure 2 - Package Orientation Label</small>	
<b>Location for spare and removed batteries</b>	Cargo/baggage hold inside aircraft				Passenger cabin
<b>NOTOC</b>	<b>The NOTOC shall specify:</b> <ul style="list-style-type: none"> <li>▪ storage locations for mobility devices with installed (non-removed) batteries;               <ul style="list-style-type: none"> <li>• storage locations of removed batteries; and</li> </ul> </li> <li>• storage locations for spare batteries: either in the cargo hold or in the cabin.</li> </ul>				

9.10.4.3. **Hoverboards and other small sized mobility aids**, powered by Li-on battery (ies), are transported at the Carrier's flight in accordance with the art. "Lithium batteries" provided the following conditions and requirements are met:

- given Carrier's approval for transportation of such items;
- the battery of the mobility aid is a removable one, with maximum power capacity in watt-hours of 160 Whr.

The mobility aid, provided that the battery was removed out of it, should be transported in the baggage hold as a registered baggage.

Removed out of mobility aid/device Li-On battery is allowed for the transportation only as cabin/hand baggage, in accordance with the requirements for the spare batteries.

The small sized mobility with built-in (non-removable) batteries are prohibited to transport with Carrier's flights.

9.10.4.4. **Any other devices, powered by Li-on battery (ies)**, are transported upon condition, that the characteristics of the aid/device fully comply with and do not contradict this document.

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### Sources of heat and flame

Transportation conditions: (art.5 Chart 8-1 "On Dangerous Goods, transported by a passenger or crew members", Doc 9284 ICAO).

#### 9.10.5. Cigarettes lighter, small package of safety matches

Transportation conditions: (art.5 Chart 8-1, Doc. 9284 ICAO).

No need for the Carrier's approval for transportation, provided the following conditions and requirements are met:

- a) not more than 1 (one) piece per 1 person;
- b) should be transported as "personal belongings";
- c) zero content of unabsorbed fluid fuel (one exception is made for liquefied gas);
- d) if the cigarettes lighter is powered by Li-On batteries, each battery must comply with the limits, set out in paragraphs a), b), g) of the "Lithium batteries" Chapter and paragraphs b), c) Chapter "Battery-Powered Portable Electronic Smoking Devices";

#### 9.10.6. Alcohol beverages of alcohol contents more than 24% but less than 70% by volume

Transportation conditions: (art. 6 Chart 8-1, Doc 9284 ICAO). No need for the Carrier's approval for transportation, possible to transport as cabin baggage, as well as registered baggage provided the following conditions and requirements are met:

- a) The beverages must be inside the outer packing, in wholesale/retail containers;
- b) Total amount/volume net of all beverages must be no more than 5 litres per passenger for one domestic flight.

*Note.* Alcohol beverages of alcohol contents less than 24% by volume are not subject to any restrictions.

#### 9.10.7. Internal combustion engines

Transportation conditions: (art.7 Chart 8-1, Doc 9284 ICAO). No need for the Carrier's approval for transportation, possible to transport as a registered baggage provided the following conditions and requirements are met:

- to take necessary precautions in order to eliminate the threat in full scope. More information is provided in the special provision A70A70.

#### 9.10.8. Fuel elements, containing fuel

Transportation conditions: ( art.8 Chart 8-1, Doc 9284 ICAO).

Fuel elements, containing fuel - the approval from the Carrier is NOT required for the items, is possible to transport as a cabin baggage. Extra spare cassette for the fuel elements - no need for the Carrier's approval for transportation, it is possible to transport as a cabin baggage, as well as a registered baggage, provided the following conditions and requirements are met:

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- a) The cassettes for the fuel elements can contain only flammable liquids, corrosive substances, liquefied flammable gas, substances that react with water, or hydrogen in metal hydride;
- b) It is forbidden to recharge the fuel elements when on board of an aircraft, unless it is only replacement of a spare cassette takes place;
- c) The maximum quantity of fuel in any fuel element or any fuel cassette shall not exceed:
  - 200 ml for liquids;
  - 200 g for solid substances;
  - 120 ml for the liquefied gas for the non-metallic fuel elements or 200 ml in case of metallic fuel elements or fuel spare cassette;
  - The fuel spare cassette or fuel elements containing hydrogen in metal hydride must contain 120 ml of water or less;
- d) Each fuel element and each fuel spare cassette must comply with IEC 62282-6-100 Ed.1 Standard, including Amendment 1, and must has the manufacturer's label on it indicating it is up to those specifications. Besides each fuel cassette must be marked with labels/tags to indicate the maximum quantity and type of fuel used in this cassette;
- e) Fuel elements and fuel spare cassette, containing hydrogen in metal hydride should comply with the requirements of the Special Regulation A162;
- f) One passenger can carry no more than two (2) spare fuel spare cassette;
- g) Fuel elements, containing fuel are allowed to be transported only in hand luggage/cabin baggage;
- h) The interaction of fuel cells and batteries inside the device or gadget must comply with Standard of IEC 62282-6-100 Ed.1, including Amendment 1. It not permitted to transport the fuel elements whose sole function is to charge the device battery;
- i) The fuel elements should be of the type, which is not used for batteries charging when portable electronic devices are not in use and must be marked by the manufacturer with eternally durable label (engraved) "TRANSPORTABLE ONLY INSIDE A PASSENGER CABIN";
- j) Apart from the languages that may be required by the state of flight departure certain requirements to the labels and tags mentioned above, it is necessary to have them in English language.

## The gases in cylinders and cartridges

### 9.10.9. Cylinders with oxygen or air needed for medical purposes

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Transportation conditions (art.9 Chart 8-1, Doc 9284 ICAO): the approval from the Carrier is required for the items, provided the following restrictions are met:

- a) Total weight of one cylinder is no more than 5 kg;
- b) Cylinders, valves and regulators must be protected from damage that could result in spontaneous release of cylinder's contents in places where they are located;
- c) The Pilot-in-command must be informed of the number of oxygen cans or air cylinders loaded on board the aircraft and their location while they are being loading.

For more details on the restrictions, see par. 8.13.29.

#### 9.10.10. Category 2.2 cylinders used to operate the human prosthetics

Transportation conditions (art.10 Chart 8-1, Doc. 9284 ICAO): the approval from the Carrier is NOT required for the items, it is possible to transport as a cabin baggage, as well as a registered baggage, provided the following conditions and requirements are met:

The spare cylinders of the same size are also allowed to be transported, so that the necessary working stock is available for the time of the whole travel.

#### 9.10.11. Cylinders containing hydrocarbon gas and installed inside the hair styling equipment

Transportation conditions (art.11 Chart 8-1, Doc 9284 ICAO): the approval from the Carrier is NOT required for the items, it is possible to transport as a cabin baggage, as well as a registered baggage, provided the following conditions and requirements are met:

- a) not more than 1 (one) item for 1 (one) person;
- b) the heating elements are protected with safe reliable cover;
- c) any spare cylinders are not allowed for the transportation.

#### 9.10.12. Category 2.2 cylinders, without subsidiary risk(s) and inserted inside the inflating individual life preserver, designed for the human to wear it, as an example, life preservers jacket or life preserver coat.

Transportation conditions (art.12 Chart 8-1, Doc 9284 ICAO): the approval from the Carrier is required for the items, it is possible to transport as a cabin baggage, as well as a registered baggage, provided the following conditions and requirements are met:

- a) no more than 2 (two) life preservers for one person;
- b) individual life preserver(s) must be packed in a way that would prevent their accidental activation;
- c) must be designed for the inflation type of activation;
- d) each life preserver must be equipped with maximum of 2 (two) inflation cylinders;
- e) no more than 2 (two) spare cylinders for each life preservers.

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9.10.13. Category 2.2 cylinders, without subsidiary risk(s) for other purposes, **except for** self-inflating individual life-saving appliances

Transportation conditions (art.13 Chart 8-1, Doc 9284 ICAO): the approval from the Carrier is required for the items, it is possible to transport as a cabin baggage, as well as a registered baggage, provided the following conditions and requirements are met:

- a) no more than 4 (four) cylinders for one person;
- b) the water capacity of each cannot exceed 50 ml.

*Note.* In case of carbon dioxide: a 50 ml gas canister is an equivalent to a 28 gram can.

9.10.14. Category 2.2 cylinders, without subsidiary risk(s) for other purposes, located in a backpack with rescue equipment (or backpack with rescue equipment).

Transportation conditions (art.14 Chart 8-1, Doc 9284 ICAO): the approval from the Carrier is required for the items, it is possible to transport as a cabin baggage, as well as a registered baggage, provided the following conditions and requirements are met:

- a) no more than (1) one backpack with rescue equipment for (1) one person;
- b) The backpack with rescue equipment must be packed in a way that would prevent its accidental activation;
- c) It may contain a pyrotechnic trigger, which must contain not more than 200 mg net of a substance of the 1.4S category;
- d) the air bags located in the backpack must be equipped with air pressure relief valves.

**RRY –radio-emitting material**

9.10.15. Cardiac muscle pacemakers or other medical devices powered by the radio-active isotopes (RRY)

Transportation conditions (art.15 Chart 8-1, Doc 9284 ICAO). No need for the Carrier approval for transportation if pacemakers are implanted into a human’s body or are attached to the body externally as a result of medical treatment.

**Mercury/quicksilver**

9.10.16. Small mercury or clinical thermometer, with mercury content inside

Transportation conditions (art.16 Chart 8-1, Doc 9284 ICAO): the approval from the Carrier is required for the items, it is possible to transport as a registered baggage, provided the following conditions and requirements are met:

- a) No more than one thermometer for 1 (one) person;
- b) Must be located safely inside solid protective case.

**Other dangerous goods**

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9.10.17. Non-radioactive medicines and medical appliances (incl.aerosols), personal-care products (including aerosols), and Category 2.2 aerosols, without subsidiary risk(s) for security.

Transportation conditions (art.17 Chart 8-1, Doc 9284 ICAO): the approval from the Carrier is NOT required for the items, it is possible to transport as a cabin baggage, as well as a registered baggage, provided the following conditions and requirements are met:

- a) Net weight of each item/appliance is not more than 0,5 kg or 0,5 l;
- b) the total number of all items is not exceeding 2 kg or 2 litre (as an example, 4 aerosol cans with a capacity 0,5 litre each) for one person;
- c) a special cap or other suitable protection device should prevent the spontaneous release of the aerosol containers' contents via valves;
- d) any amount of gas releasing must not cause excessive irritation or discomfort to any crew members thus hindering their proper performance of their job duties.

9.10.18. Dry ice (Solid Carbon Dioxide)

Transportation conditions (art.18 Chart 8-1, Doc 9284 ICAO): the approval from the Carrier is required for the items, it is possible to transport as a cabin baggage, as well as a registered baggage, provided the following conditions and requirements are met:

- a) no more than 2,5 kg per person (for any domestic or international flight) and
- b) in order to use it for cooling perishable goods, which are not the subject of the Technical Instructions for the Safe Transport of Dangerous Goods by Air, Doc 9284 ICAO provisions;
- c) cargo (baggage) place must allow the release of carbon dioxide gas;
- d) when transported in the registred baggage, each piece of baggage must be labelled:
  - i. "DRY ICE" or «CARBON DIOXIDE, SOLID»;
  - ii. with the net weight of the Dry Ice or a weight label on it, with information that its net weight is 2-2,5 kg or less (ref. a)).

9.10.19. Ammunition of class 1.4S, only UN 0012 or UN 0014

Transportation conditions (art.19 Chart 8-1, Doc 9284 ICAO): the approval from the Carrier is required for the items, it is possible to transport as a registered baggage, provided the following conditions and requirements are met:

- a) Total weight not more than 5 kg for 1 person;
- b) must be safely packed/wrapped;
- c) must not include ammunition containing explosive or incendiary bullets;
- d) baggage allowances for a few passengers cannot be united into one or new places in the cargo hold.

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#### 9.10.20. Permeameter

Transportation conditions (art.20 Chart 8-1, Doc 9284 ICAO): the approval from the Carrier is NOT required for the items, it is possible to transport as a registered baggage, provided the following conditions and requirements are met:

- The packing instructions for a permeameter, used for calibration of air quality monitoring instruments, are given in special provision A41.

#### 9.10.21. The non-infectious items in the flammable solutions

Transportation conditions (art.21 Chart 8-1, Doc 9284 ICAO): the approval from the Carrier is NOT required for the items, it is possible to transport as a registered baggage, provided the following conditions and requirements are met:

- The packing and labelling instructions for a show-piece or exhibition item are given in special provision A180.

#### 9.10.22. Refrigerated Liquid Nitrogen

Transportation conditions (art.22 Chart 8-1, Doc 9284 ICAO): the approval from the Carrier is required for the items, it is possible to transport as a cabin baggage, as well as a registered baggage, provided the following conditions and requirements are met:

- The RLN should be contained in insulated packaging (for example, dry container type), which do not allow pressure build-up and allow for complete absorption into the special material to prevent any liquid from being released from the package;
- Additional information is given in special provision A152.

#### 9.10.23. Dangerous Goods included in the specialized security equipment, such as briefcases, safes, cash-in-transit bags, etc

Transportation conditions (art.23 Chart 8-1, Doc 9284 ICAO): the approval from the Carrier is required for the items, it is possible to transport as a registered baggage, provided the following conditions and requirements are met:

- The security equipment must be equipped with the effective means to prevent their unintentional activation, and any dangerous goods included in such equipment must also comply with the requirements of a special provision A178.

#### 9.10.24. **The devices, transported by OPCW and state officials**

##### 9.10.24.1. The instruments, containing RRY material, (e.g. Control Active Measurement Instruments (CAM) and/or high-speed control device designed for use in order to control, identify, signal (RAID-M)

Transportation conditions: the approval from the Carrier is required for the items, it is possible to transport as a cabin baggage, as well as a registered baggage, provided the following conditions and requirements are met:

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- a) the instruments must not exceed the activity limits specified in Table 2-14 of the Technical Instructions for the Safe Transport of Dangerous Goods by Air, Doc 9284 ICAO;
- b) Must be duly and safely packed;
- c) The employees of Organization for the Prohibition of Chemical Weapons (OPCW) can transport them during the official trips.

#### 9.10.24.2. Mercury barometer or mercury thermometer

Transportation conditions: the approval from the Carrier is required for the items, it is possible to transport as a cabin baggage, provided the following conditions and requirements are met:

- a) Only the official representative of the state weather service or similar official body is entitled to transport them;
- b) Must be packed in a hard firm packaging containing a sealed liner or pouch of durable, impervious or puncture-resistant mercury-impermeable material that prevents the leakage of mercury from the baggage item in all positions;
- c) The Pilot-in-Command must be informed about barometer or thermometer on board.

### 9.11. Weapons and cartridges transportation

- 9.11.1. Weapons and cartridges shall be carried in accordance with laws and legislation of the Russian Federation, laws of other countries, and international treaties signed by the Russian Federation. Weapons shall be carried with the Carrier's consent only.
- 9.11.2. If a route crosses a state border, the Passengers entitled to store and carry weapons in Russia shall agree such issue with competent authorities of a respective country beforehand, to ensure compliance with applicable laws and regulations and be issued a permission to enter such country with weapons
- 9.11.3. When carrying weapons within the Russian Federation, the Passenger shall have at hand the Weapon Storage and Carriage Permit. When weapon is imported to /exported from/ transferred through the Russian Federation, the Passenger shall have the Weapon Import/Export License, as applicable, issued by the Federal National Guard of the Russian Federation or its territorial branches.
- 9.11.4. Passengers carrying weapons shall call for checking-in in at least 1.5 hours prior to the departure.
- 9.11.5. The rules for entering to /leaving from the Russian Federation with weapons are established by Directive of Russia's Federal National Guard Troops Service dated 28 September 2019 No. 338 "On Approval of the Federal National Guard Troops Service of the Russian Federation Administrative Regulation for Issuing to the Russian Federation Citizen the Permission to Enter into or Leave from the Russian Federation with Civil or Honorary Weapon and Related Ammunition."

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- 9.11.6. Foreign nationals may, as established by Federal Law dated 13 December 1996 No. 150-FZ "On Weapons," enter Russia with the sports or hunting weapons, provided they have the invitation from a legal entity licensed for hunting and the hunting contract with such legal entity or the sports event invitation and the permit from the Federal National Guard of the Russian Federation or its territorial branches.
- 9.11.7. Weapon transportation on board of an aircraft as well as procedures in the airports of departure/arrival are regulated by the Order of the Ministry of Transport dated 16.08.2021 N 275 "On the Federal Aviation Rules Approval "On the Air Carriage of Weapon and Ammunition" (FAR-275).
- 9.11.8. Weapon can only be accepted for carriage as a separate cargo baggage piece checked-in and paid according to the tariffs, set by the Aviation company, in an isolated aircraft baggage compartment (in a lockable box).
- 9.11.9. Ammunition for the weapons must be placed separately from weapons. the caliber of the ammunition should correspond the caliber specified in a license for this type of weapon, or in a permit for weapon storage, carrying and storage of weapon, storage and usage of specific types, kinds and models of weapons.
- 9.11.10. Long-barreled weapons, the dimensions of which in disassembled format do not allow placing them in a metal box, are transported in cargo compartments next to the weapons transportation box in the packaging provided by passenger (special packaging, container, case, protector cover) that meets the requirements of transport security and safety of weapons.
- 9.11.11. Weapons and ammunition being cleared under the customs procedure are transported and moved in the special containers or by the vehicles sealed or tagged-out by the customs authorities. The procedure for the transportation and moving of such weapons and ammunition is stipulated by the Federal Customs Service in cooperation with the Federal Service of the National Guard Troops of the Russian Federation and the Ministry of Industry and Trade of the Russian Federation.
- The procedure for transporting single exemplars of weapons and ammunitions being under customs control is governed by the Federal Customs Service in agreement with the Federal Service of the National Guard Troops of the Russian Federation (clause 76 of the Government Decree No. 814 dated 21.07.1998).
- 9.11.12. **General procedure for weapon transportation.** The weapon shall be accepted to be transported unloaded with obligatory presence of:
- license or permit for the **civil or service weapons**;
  - copies of the permit for the storage and use of weapons, copies of the single original calendar plan for physical culture and sports events and the order by the head of the legal entity about the organizing of the weapons and ammunition transportation **for the sports weapons**;

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- certificate of conformity or a governmental expert assessment confirming the authenticity of the weapon with or conformity of a copy or replica of an antique weapon to a specific specimen of a weapon with a cultural value – **for unlicensed weapon.**

Transportation of weapons and ammunition belonging to visa-free transfer passengers who do not cross the border of a checkpoint through the state border of the Russian Federation and who don't move any goods through it must be executed without a permit for the import (export) of weapons to (from) the territory of the Russian Federation.

Weapons used by the employees of a special communications organization that provides special communications services, as well as employees of organizations that protect valuables during their transportation (carriage), must be transported through the general procedure for transporting weapons established by this paragraph of the Rules.

- 9.11.13. For transportation in the format of checked baggage from one passenger, only can be accepted weapon in an amount not exceeding 5 units, ammunition in an amount not exceeding 1000 pieces, weighing not more than 5 kg (categories 1.4S, classified as Dangerous Goods, Doc 9284 AN / 905 "Safe Carriage of the Dangerous Goods by Air" of the Convention on the International Civil Aviation, packed in cases, holsters or special containers, as well as in special packaging made by the weapons manufacturer (for foreign citizens the transportation of weapons imported into the territory of the Russian Federation for the purpose of hunting and participating in sports events to the venue of the respective event is made only in lockable boxes.

When transporting weapons used by employees of state paramilitary organizations going on the business trips, it is allowed to transport weapons exceeding the norms established in this paragraph of the Rules, if there is a travel certificate (order) with a note about weapons presence belonging to this passenger.

- 9.11.14. It is not allowed to combine the baggage allowance for weapons and ammunitions allocated to several passengers into a single or several baggage allowances.
- 9.11.15. Ammunition (weapon cartridges) weighing more than 5 kg is allowed for transportation only in the format of Dangerous Goods, registered in accordance with the requirements of the Technical Instructions for the Safe Carriage of Dangerous Goods by Air, according to the Annex 18 Doc 9284 AN / 905 "Safe Carriage of Dangerous Goods by Air" of the Convention on the International Civil aviation.
- 9.11.16. Transportation of ammunition with explosive or incendiary bullets, cartridges for gas weapons, as well as devices filled with tear-inducing or irritant substances on board of the civil aviation aircraft is prohibited.

- 9.11.17. When booking the tickets, the passenger must coordinate the transportation of

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weapons with the Carrier authorities. Transportation of weapons by a passenger via some midpoint (en-route) airport can only be agreed by the Carrier if there is a minimum connecting time **of at least 3 hours**.

9.11.18. Transportation of weapons without a corresponding passenger is prohibited. There is an exception if the carriage of weapons have not happened with the same flight with the corresponding passenger for reasons beyond the control of the passenger and (or) the Aviation company. A weapon mistakenly sent without the corresponding passenger to another destination (to another airport) must be sent to the departure airport on the next closest flight.

**9.11.19. Transportation of electro shock weapons**

Any Russian-made electro shock weapons or sparkers are considered as civil weapons and shall be transported in accordance with the rules for firearms. It's necessary to carry a technical specification to ensure conformity of the input parameters with the governmental requirements.

Electro shock weapons or sparkers containing any dangerous enclosures, like explosives, pressurised gases, lithium batteries shall not be accepted for transportation.

Turnover and transportation of foreign electro shock devices are forbidden.

9.11.20. Air guns with their muzzle energy exceeding 3J relate to civil weapons and shall be carried in accordance with the general procedure stated for other weapons. When carrying air guns with their muzzle energy exceeding 7.5J and caliber exceeding 4.5 mm, the Passenger needs to have the license to carry and store weapons.

Air guns with their muzzle energy under 7.5J and caliber under 4.5 mm (inclusive) **is not considered as civil weapon**. Such weapon is allowed for transportation as check-in baggage if there is a datasheet or a certificate verifying the muzzle energy is under 7.5J and calibre is under 4.5 mm (inclusive). No Carrier's consent or documents permitting transportation are needed. The weapon shall be unloaded and packed in a special case.

9.11.21. Passengers entitled to store and carry weapons shall transfer them to the airport's authorised transport security officer for temporary storage during a flight, such transfer to be made at a departure airport and weapons returned at a destination airport upon the flight completion.

**Acceptance of weapons from a passenger at the departure airport**

9.11.22. The weapon must be unloaded.

9.11.23. At the foreign airports, the issuance of the documents for the weapons transportation, the acceptance, inspection, delivery of weapons on aircraft board is carried out in specially designated areas of the airport by the customs authorities, together with the police and the airport security service in accordance with applicable international standards and rules.

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- 9.11.24. At the foreign airports, the weapons transferred for temporary storage for the flight period are accepted on the aircraft board in accordance with the requirements of this Part under the control of an Carrier representative and in the manner agreed with the airport administration.
- 9.11.25. Statement of Weapon Acceptance for Flight shall be executed by the transport security unit in four counterparts and signed by the Passenger transferring such weapons and the transport security officer. In case of acceptance of the weapons in the initial airport of departure, belonging to the transfer passengers, Statement of Weapon Acceptance for Flight shall be executed in five counterparts.
- 9.11.26. Acceptance of weapons, ammunitions (cartridges) for the transportation must be executed after the Passenger's check-in and the registration of Passenger's weapons, ammunitions (cartridges) **as separate pieces of baggage**. The Passenger is given a boarding pass with a mark indicating the number of pc (pieces of cargo) and the weight of the weapon, and a baggage tag (baggage tags) for the weapon. The check-in system must indicate that the passenger has a weapon as baggage.
- 9.11.27. After screening or inspection and checking the weapons and documents provided for according to the paragraph 9.11.12 "General procedure for carriage weapons" of these Rules, in the presence of a baggage tag on the weapon, the Passenger should place the weapon in a special packaging provided by the weapon manufacturer or in a holster, protector cover, special case (for the foreign citizens the transportation of weapons imported into the territory of the Russian Federation for the purpose of hunting and participating in sporting events to the venue of the relevant event is made strictly in the lockable cases). The weapon handed over by its owner for the flight period is packed by the transport security officer in the wrapping paper, paper or plastic bag. The flight number and the "Statement of Weapon Acceptance for Flight" (hereinafter referred to as the Statement), surname, name, patronymic names (if any) of the weapon owner shall be printed and fixed on the package, and a baggage tag shall also be attached.\*
- 9.11.27.1. After the sealing (tagging) the transport security officer shall execute the Statement in four (4) counterparts and have it signed by the Passenger and the transport security officer. The fourth counter[art of the Statement shall be given to the Passenger and the Passenger shall present the document together with the baggage tag stub (tear-off coupon of the numbered baggage tag) upon receipt of the weapon at the destination airport.
- 9.11.27.2. When registering weapons belonging to the transfer passengers at the initial airport of departure, the Statement of Weapon Acceptance must be issued in five copies.
- 9.11.28. When executing the Statement, the transport security office shall explain to the Passenger the procedure for receiving the weapon at the destination airport.

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9.11.29. **For the transfer passengers** the baggage that contains weapons should not be received and registered (checked-in) again for the next leg of flight in the transfer airport, except for the cases:

- of the passengers traveling by transfer flight from foreign countries through one airport in the Russian Federation to another, then their weapons are registered as checked in up to the airport of initial landing on the territory of the Russian Federation;
- of the passengers traveling by transfer flight from one airport in the Russian Federation through another airport in the Russian Federation to foreign country, then their weapons are registered as checked in up to the transfer airport on the territory of the Russian Federation.

Transfer passengers shall not be required to receive or re-check in weapons at the transfer airport for the next flight

#### **The return of the weapon to the Passenger in the destination airport**

9.11.30. The return of weapons to a Passenger at the destination airport is executed by an authorised airport security officer after the passenger who owns the weapon presents the fourth counterpart of the Statement, a document proving Passenger's identity, baggage tag stubs (tear-off coupons for numbered baggage tags), a document (permit) for the right to carry and store weapons, and in the necessary cases, an appropriate permit for their import into the territory of the Russian Federation and export from the Russian Federation.

9.11.31. Weapons not claimed by the Passenger at the destination airport should be handed over by an authorised person to the territorial police departments of the airport.

#### **Carriage of weapons by the armed employees**

9.11.32. Transportation of military small arms and cartridges for them without their transfer to the Carrier for placement for the flight period employees and (or) military personnel of the State Courier Service of the Russian Federation, the Intergovernmental Courier Service, accompanying correspondence, the Federal Security Service of the Russian Federation, the Federal Security Service of the Russian Federation, the troops of the National Guard of the Russian Federation and the Ministry of Internal Affairs of the Russian Federation, accompanying objects of state protection, providing security of persons subject to state protection and other persons on the basis of federal laws and adopted in accordance with them, other regulatory legal acts of the Russian Federation (hereinafter - armed employees).

The employees and/or military servicemen mentioned in this subparagraph shall have the relevant travel document with a note about carrying hand-held weapons, ammunition and special equipment and the seal bearing the Russian Federation State Emblem, while the employees of the Interstate Courier Service shall have the relevant travel document with a note of the presence of hand-held weapons, ammunition and special equipment and the official seal of the State Courier Service

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that issued the document. The travel document must also contain a record of the purpose of the trip mission - conveying and ensuring the state security (state protection) and safety of persons or escorting correspondence, respectively.

- 9.11.33. The Carrier informs the Pilot in Command about the presence of armed coworkers on board, executing their working duties and able to present the permits, as well as about the location of the seat occupied by each armed coworker on board the aircraft, through established communication channels.
- 9.11.34. The Carrier ensures that armed employees and coworkers are briefed and familiarized with the rules and regulations regarding the carriage, the danger of having and using weapons on board the Aircraft, by familiarizing the employee with the memo with them.
- 9.11.35. Rates for weapon or ammo transportation are stated at the Carrier's web site <https://nordwindairlines.ru/ru/baggage/weapon>.

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## 9.12. Pets (Birds), Guide Dogs and Task Dogs

### 9.12.1. General

The Carrier accepts for the transportation only domestic tamed cats, dogs, birds, mini-rabbits, hedgehogs, ferrets.

9.12.1.1. The following categories of animals are not accepted for the transportation in the passenger cabin and baggage compartment:

- arthropods (insects, arachnids, crustaceans);
- reptiles (turtle, iguana, gecko, chameleon, snake, lizard, frog, etc.);
- rodents (guinea pig, rat, chinchilla, chipmunk, squirrel, gerbil, dormouse, marmot, ground squirrel, jerboa, etc.);
- fish and fish breeding materials, marine and river animals requiring transportation in water;
- animals and birds that are not domesticated or tamed (taken from the wild nature), large predators, that in a state of natural freedom in their habitat are representatives of the wild fauna, such as bears, large primates (gibbons, orangutans, gorilla, chimpanzee, etc.), wild cats such as caracal, serval, ocelot, jungle cat, fishing cat, Far Eastern forest cat, manul, Andean cat, Chilean cat, etc., large predators of the cat family: snow leopard, jaguar, lion, tiger, panther, lynx, puma;
- sick and experimental animals/birds;
- animals weighing more than 50 kg, if weighted together with the container.

9.12.1.2. Pets, room birds, and task dogs are accepted for carriage in either the passenger cabin or in the baggage compartment if the aircraft's baggage compartment is suitable for such transportation.

9.12.1.3. The Passenger shall inform the Carrier or its Agent on the intention to carry a pet (bird) or guide dog or task dog, when booking or purchasing the Ticket, yet in no case later than in 24 hours prior to departure.

9.12.1.4. Pets, room birds, guide dogs, or task dogs are not accepted for carriage, unless having the Carrier's confirmed consent.

When transporting pets, room birds, or task dogs the passenger shall provide necessary documents as stated in the Russian law, international agreements and the law of the country from, through or to which the animal is transported (i. 143 FAR-82).

9.12.1.5. A pet or a bird to be transported in the passenger cabin or baggage compartment shall be in a container (cage, carrier), provided by the passenger, and accompanied by an adult.

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Pets (birds) shall be placed in a strong cage (hereafter - carrier) having necessary facilities, enough air and a secure lock.

*Note.* Except for guide or task dogs transported in the cabin.

The bottom of the carrier shall be firm, water proof and covered with an absorbing material. The carrier shall prevent spillage of the material. A bird's carrier shall be covered with a thick black-out fabric.

If an animal is aggressive and poses a threat to life and health of other passengers and interfere the onboard servicing, the Carrier has the right to refuse to transport such animal.

### 9.12.2. Limitations

- 9.12.2.1. One passenger may transport only one animal carrier.
- 9.12.2.2. No antagonistic animals (dog – can, dog – hedgehog, cat - bird) are allowed for transportation in the same passenger cabin section. It's allowed to transport, for example, a ferret and a cat in the same passenger cabin section, while in the other section there could be a hedgehog and a rabbit. Or in one single section - a dog and a bird, in another - a hedgehog and a cat.
- 9.12.2.3. In one passenger section it is allowed to transport not more than 2 (two) domestic animals, guide dogs or task dogs, and at the whole flight - not more than 4 (four) in total.
- 9.12.2.4. In total it is permissible to accept for transportation four animals of a non-antagonistic species, or no more than two antagonistic species.
- 9.12.2.5. The weight of a pet (room bird) or task dog, cage/container, and food for a flight is not included into the toll-free baggage allowance and shall be paid for by the Passenger in accordance with the Carrier's baggage fees, in addition to the other baggage of such Passenger.
- 9.12.2.6. While onboard, an animal carried by air shall stay within the closed container (during the flight, taxiing, embarkation/disembarkation, etc.).
- 9.12.2.7. The size of an animal container is an obligatory requirement for acceptance of the animal onboard: the animal can lie in a natural position, stand up and make a 360 turn; birds can open their wings, each bird shall be placed in an individual section. A specific bird container shall be used when transporting a bird. Its size shall be enough for the bird to open its wings, each bird shall be placed in an individual section limiting its movements and preventing feather damage.
- 9.12.2.8. Certain countries have specific rules for animal entrance. The animal entrance rules of the destination country may be found at the website of the Federal Veterinary and Phytosanitary Supervision.
- 9.12.2.9. Pet's/bird's owners shall bear all responsibilities for compliance with laws of the country to, from or through which such pet/bird is carried.

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9.12.2.10. For carriage of room pets (birds) or task dogs, the Passenger shall submit all documents required by laws of the Russian Federation, international treaties, and laws of a country to, from or over which the carriage is performed.

9.12.2.11. The Passenger may get the necessary information about the requirements for the **imports into the Russian Federation, exportation abroad and transit through the territory of the Russian Federation** to be explained on the official web-site of the Federal Veterinary Control: <http://fsvps.ru/fsvps/importExport/pets>

### 9.12.3. Transportation of animals inside the Russian Federation

9.12.3.1. The current requirements for the transportation of animals inside the Russian Federation can be specified at the official web-site of the Federal Service for Veterinary and Phytosanitary Surveillance (Rosselkhoznadzor) in Russia: <https://fsvps.gov.ru/ru/puteshestvuyushchim/po-rossii>

9.12.3.2. For the transportation of an animal inside the Russian Federation territory it is obligatory to have a **Pet Veterinary Passport (Pet Pass)**. In case of the Pet Pass absence the passenger can demonstrate the veterinary clearance, the certificate from the veterinary doctor or other document, issued by the licensed specialist of a state veterinary organization, with the proof or stamp confirming the health of the animal made no earlier than 14 days prior the departure day.

In the Pet Passport of an animal there must be the stamps about:

- The stamp about animal's vaccination made according to the requirements of the Federal Service for Veterinary and Phytosanitary Surveillance (Rosselkhoznadzor). Obligatory requirement: the animal must possess a valid rabies vaccination.
- A stamp about the clinical inspection of the animal made by the state veterinary officer. The stamp must be stamped into the Pet Passport not earlier than 14 days prior the journey start.

*Note.* At the territory of the Eurasian Economic Union it is allowed to transport cats and dogs, considered as personal home pets, in the amount not more than 2 (two) without quarantine, accompanied by a veterinary passport of the animal. The vet passport should contain labels and stamps, indicating that the animal has been vaccinated in accordance with these Requirements and that any subsequent vaccination against rabies was made during the period of validity of the previous vaccination. Within 14 days before the start of the journey, a clinical examination of the animal must be completed and a the relevant record must be made into the vet passport by a veterinarian, giving the right to transport the animal within 120 days by air transport, provided that the vaccination (re-vaccination) against rabies does not expire during this period.<sup>3</sup>

<sup>3</sup> Decision of the Tax Union Management dated 18.06.2010 N 317 (edit on 17.01.2023) "Veterinary Safety's Conflicts in the EAEU". Chapter 15.

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An animal not vaccinated against rabies shall not be accepted for carriage. Rabies shot should be made at least 20 days prior the departure date, unless the animal has been vaccinated in the previous 12 months.

*Note.* The current requirements for "Transporting dogs and cats revaccinated against rabies in the previous vaccination effective period" are available at the Rosselkhoznadzor official webpage <https://fsvps.gov.ru>. Some countries may have different requirements, for required information please you should ask the consulate of the destination country when obtaining your visa.

It is allowed to transport within the Russian Federation territory all cats and dogs vaccinated against rabies if the vaccine has a revaccination period of more than 1 year (with confirmation from a veterinarian that the period for keeping the immunity against rabies, which is more than one year, has not expired, written in the veterinary passport of the pet or upon laboratory confirmation that the intensity of immunity response against rabies is at least 0.5 IU/ml). It is also allowed to transport the unvaccinated against rabies kittens and puppies less than 3 months old.

**Electronic registration and issuing of veterinary certificates<sup>4</sup>.** The applications for electronic veterinary certificates can be submitted in the electronic form by the system of Export Veterinary Certification - ECert (hereinafter as FGIS VetIS) <http://ecert.vetr.ru/pets/export/application/create>

*Note.* When submitting an application for issuance of veterinary certificates through ECert, it is necessary to save the application (certificate) number. After arrival to the airport with a pet, you must contact the veterinary inspector and give the number of the application (electronic certificate). After that, you receive the printed out certificate on the official letterhead and with the stamp.

#### 9.12.4. **Carriage of the Service Dogs, Task Dogs in aircraft cabin**

9.12.4.1. Guide dogs accompanying the Passengers with vision loss are carried in the cabin without containers, upon the Carrier's consent. No charge is due for their carriage.

9.12.4.2. For guide service dogs and task dogs, the confirmations listed below shall be at hand, in addition to the standard papers:

- about the Passenger's disability;
- that the Passenger with the task dog is a current officer of the canine department of federal authorities;
- confirming the special training of a service dog as a Seeing Eye Dog (pass for a service guide dog, the format and order of issuing this document are set in the Russian Ministry of Labour and Social Protection Order dated 22.06.2015 №386H) or as a task dog.

<sup>4</sup> The Order of Agriculture Ministry of Russia dated 13.12.2022 N 862

The effective version is at: [http://sirius:8080/nws\\_intranet/](http://sirius:8080/nws_intranet/), EDMS LLC "NORD WIND"

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- 9.12.4.3. A guide dog or task dog shall wear a muzzle and be tied at the guided Passenger's legs.
- 9.12.4.4. Guide service dog equipment included a special harness, leather collar, leash, muzzle, as well as a harsh metal collar or choke collar, protective dogs overalls, shoes for dogs, etc. (Art. 4 of the Methodical Guidelines for the pre-flight and after-flight procedures for handling the disabled eyesight passengers traveling with the Seeing Eye dog.).
- 9.12.4.5. Boarding in the aircraft of the passenger with guide dog is made before the general boarding for all passenger for the flight. Exiting of the passengers with guide dog is made after other passengers of the flight have left the aircraft.
- 9.12.4.6. The passenger with guide dog, helper dog or task dog, can only be seated in either left or right hand seat block:
- If there are vacant seats in the seat block, the passenger is located near the aisle and the dog shall be seated on the floor near the next vacant seat;
  - Such passengers shall not be located in the central seat blocks;
  - If there are no vacant seats, the passenger shall be seated near the window.
- Attention! The passenger with guide dog, helper dog or task dog are recommender to use "Additional seat next to you" service.
- 9.12.4.7. The dog should not bother and interfere the standard service procedures, be located at the zone of the other passengers' seats, threaten the sanitary and hygienic condition of the passenger cabin, piss or execute other natural needs on board, be placed on the seat of the passenger seat.
- 9.12.5. **Transportation of animals in the passenger cabin under the front seat**
- 9.12.5.1. Transportation of animals in the passenger cabin under the front seat is performed only when the Carrier agreed such transportation and only if the animal is accompanied by an adult.
- 9.12.5.2. Animal carrier:
- shall have no:
- Sharp edges and sharp sticking parts.
- shall have:
- Firm or semi-firm frame preventing crushing when it is placed under the seat;
  - Ventilation grills;
  - Secure lock preventing an animal from escaping the carrier (also preventing the animal from sticking its face or a paw from the carrier);

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- Full waterproof bottom, covered with an absorbing material along with a waterproof napkin. Also, additional napkins are required to ensure tidiness in flight.

9.12.5.3. During flight, the animal carrier shall be placed under the seat immediately forward of the animal-carrying Passenger's seat.

If the passengers sitting next to such passenger do not object, after takeoff the passenger with the animal can take the cage/carrier into their arms. It is recommended to install a drinking bowl inside the cage/carrier in advance, before boarding, so that the animal in flight can get water without getting out of the carrier.

9.12.5.4. It's forbidden to open the carrier and get the animal outside in either the cabin or lavatories.

9.12.5.5. It's forbidden to feed the animal in flight and place the carrier or the animal on a passenger seat, in an aisle or overhead bin.

9.12.5.6. Allocation of passenger carrying an animal in the cabin is done on the basis of safety requirements: the passenger shall be seated on a window seat or on the middle seat of the central seat block.

9.12.5.7. **Passengers carrying animal in the cabin shall not be seated:**

- On seats with no seats in front;
- Near emergency exits;
- On seats next to passengers with children or other passengers carrying an animal (except when animals are transported by the members of the same family).

9.12.5.8. **Total weight** of the carrier with an animal inside shall not exceed 8 kg. It's allowed to transport up to three kittens or puppies in one carrier, if their age is from 8 weeks to 6 months and if the total weight of the carrier with animals inside does not exceed 8 kg. The levied payment shall be as for one animal.

9.12.5.9. The size of the carrier shall not exceed 60x35x20 cm (length/width/height).

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### 9.12.6. Transportation of animals on a separate passenger seat

9.12.6.1. Passenger is obliged to have two waterproof absorbing napkins to prevent staining the passenger seat. Prior to placing the animal carrier on a seat, the passenger shall spread a waterproof absorbing napkin on it. To avoid displacing of the animal carrier, it shall be secured tightly to the seatback with a safety belt during take off, climb, descent, landing and turbulence. The cabin crew shall provide an additional belt if needed.

9.12.6.2. An animal shall be transported on a separate passenger seat, if:

- It's agreed by the Carrier;
- The animal is carried by an adult in a container or a carrier;
- Accompanying passenger has two waterproof absorbing napkins (at least 50x50 cm).

The accompanying passenger shall be liable for keeping the seat clean and undamaged.

The passenger shall demonstrate two waterproof absorbing napkins during check-in. If the passenger has no napkins, the Carrier has the right to refuse to carry his/her pet.

9.12.6.3. The passenger and the animal get separate tickets in one booking, the passenger pays additional fee. At check-on, the passenger gets two boarding passes. No free baggage allowance and cabin baggage allowance is provided in the animal ticket.

9.12.6.4. Allocation. An animal shall be placed on the window seat or on the middle seat of a central seat block. An animal shall not be placed on a seat near emergency exit, aisles or on the first row where there are no firm dividers.

9.12.6.5. The size of the carrier shall not exceed 55×40×40 cm (length/width/height), its weight with an animal inside shall not exceed 20 kg.

9.12.6.6. Animal carrier:

shall have no:

- Sharp edges and sharp sticking parts.

shall have:

- Firm or semi-firm frame preventing crushing when it is secured with a belt;
- A hand in the upper part of the carrier (used to secure the carrier with a belt);
- Ventilation grills;
- Secure lock preventing an animal from escaping the carrier (also preventing the animal from sticking its face, tail or a paw from the carrier);

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- Full waterproof bottom, covered with an absorbing material along with a absorbing waterproof napkin. Also, additional napkins are required to ensure tidiness in flight.

### 9.12.7. Carriage of Pets, Birds, Guide Dogs or Task Dogs in Cargo Compartment

- 9.12.7.1. Pets, birds and task dogs are accepted for carriage as baggage. They are carried in the cargo compartment where an acceptable temperature and ventilation is maintained. Attention! The temperature of the cargo compartment of A-321 aircraft cannot be regulated (except for RA-73323).
- 9.12.7.2. Not more than 2 adult animals may be placed in one container (cage), if the weight of each animal is under 14 kg and provided they get along. Animals of greater weight shall be carried in a separate container (cage).
- 9.12.7.3. The total weight of a pet/bird and its container (cage) or bag shall not exceed 50 kg.
- 9.12.7.4. Dimensions of the animal's container (cage) shall not exceed the dimensions of the door of the cargo compartment.

### 9.13. Quarantine Products as Baggage

- 9.13.1. Quarantine products (plants, products of plant origin, packs, packages, soil, or other organisms, items, or materials which may host harmful organisms or facilitate in their dissemination) shall be carried in accordance with international treaties signed by the Russian Federation, laws and legislation of the Russian Federation and other countries to, from or over which a carriage is to be performed - all in relation to plant quarantine.
- 9.13.2. It's allowed to carry quarantine products through customs border of Eurasian Economic Union in a passenger's or crew member's cabin baggage, provided such products' weight doesn't exceed 5 kg and it's not seeds (seed material), plant material or potatoes. It's also allowed to carry in cabin baggage not more than 3 flower bouquets (tied cut flowers, flower buds, leaves, herbs and other flower parts without flowers or buds, fresh and/or dried, in the amount not more than 15 (fifteen) pieces).

### 9.14. Sport Equipment Transportation

- 9.14.1. Equipment and accessories for skiing, snowboarding in the period set by the Carrier (<https://nordwindairlines.ru/ru/baggage/sport-equipment>), hockey, golfing, fishing, diving, surfing, biking and other sports equipment (round the year) is included into the toll-free baggage allowance, foreseen by the fare, except for athletic poles, which should be paid for based on the rates for oversize baggage.

The corresponding baggage fee should be applied in case when the sum of baggage pieces exceeds the one, indicated in the ticket, as well as in case of equipment overweight higher than the norms and limits of one free of charge baggage allowance.

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More details on the directions, periods and conditions of the sport equipment transportation can be found in the information stated at the official web-site of the Carrier [www.nordwindairlines.ru](http://www.nordwindairlines.ru).

9.14.2. The Carrier is entitled to set the periods, when it is permitted to transport free of charge one skiing or snowboarding set of equipment, with gross weight not exceeding 20 kg additionally to the standard checked-in free baggage allowances for the flights of the Carrier.

Toll-free transportation of the sport equipment is not provided in the case, when a passenger issued a ticket for the fare without checked-in baggage (baggage-free fare).

Toll-free transportation of sport equipment does not include one cover with a pair of boots. In such case the transportation of the case with a boots pair made as additional separate baggage piece, provided this baggage piece is paid based on the baggage fee, set by the Carrier.

Free of charge carriage applies when the **set of sport equipment** is transported (**skiing / snowboard / surfing / scuba diving**) as a:

- **toll-free baggage allowance**, in case the fare includes registered baggage;
- **paid excess baggage piece**, in case of transporting a sport equipment set (skiing / snowboard / surfing / scuba diving);
- **free of charge additional baggage piece** in case of transporting a sport equipment for skiing/ snowboard winter sports in the discount season for such transportation ([www.nordwindairlines.ru/ru/baggage/sport-equipment](http://www.nordwindairlines.ru/ru/baggage/sport-equipment)).

9.14.3. The skiing equipment set includes (maximum total weight up to 20 kg):

- 1 case with 1 pair of ski, 1 pair of poles and additional equipment (1 helmet, glasses, special clothes);
- 1 case with 1 pair of boots.

9.14.4. The snowboard equipment set includes (maximum total weight up to 20 kg):

- 1 case with 1 snowboard and additional equipment (1 helmet, glasses, special clothes);
- 1 case with 1 pair of boots.

9.14.5. The hockey equipment set includes (maximum total weight up to 20 kg):

- 1 case with equipment;
- 1 case with 2 hockey sticks.

9.14.6. The golf equipment set includes (maximum total weight up to 20 kg) a set of clubs, balls and boots in the same package.

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- 9.14.7. The fishing equipment set includes (maximum total weight up to 20 kg) входит baggage piece consisting of fishing rods and set of tackle with dimensions not exceeding 203 cm in the sum of 3 dimensions.
- 9.14.8. The surfing equipment set includes (maximum total weight up to 20 kg):
- 1 case, incl:
- surfing boards, max. 2 items;
- 1 case, incl:
- Set of board fins – max. 3 pcs.;
  - Fastenings – 1 pair;
  - Wet suit – 1 pc.;
  - Wet shoes/boots – max 2 pairs;
  - Other accessories.
- 9.14.9. The diving equipment set includes one baggage piece consisting of (maximum weight up to 20 kg):
- 1 case, incl:
- Buoyancy compensator – 1 pc.;
  - Wet suit – 1 pc.;
  - Helmet – 1 pc.;
  - Gloves – 1 pair;
  - Boots or flippers – 1 pair.
- 1 case, incl:
- a pressure gauge, octopus (regulator), diving mask with tube, empty diving cylinder with valve unscrewed and other accessories
- 9.14.10. Bikes are accepted for carriage, provided:
- They are properly packed into the special paper package or film, to exclude movements of the wheel fork;
  - The handlebar is fastened to the frame;
  - Treadles are dismounted.

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#### 9.14.11. Transportation of sports equipment as cabin baggage

Passengers can pay for additional cabin baggage via the web-site with a 50% discount or at the check-in counter, the price shall be higher. Passengers are recommended to keep the payment receipt until the end of all flights on the route. No additional cabin baggage is provided for infants under 2 y.o.

The fee for additional cabin baggage are stated at the official web site <https://nordwindairlines.ru/ru/baggage/hand-luggage>.

**One or more rackets** may be transported in the cabin as an additional cabin baggage, if:

- the rackets are packed in one case;
- the case size does not exceed 115 cm (the sum of three dimensions)

**Tracking sticks, fishing rods or pool sticks** may be transported in the cabin as an additional cabin baggage, if:

- 2 Tracking sticks, fishing rods or pool sticks are packed in one case;
- The length of the case does not exceed 90 cm.

#### 9.15. Carriage of Musical Instruments

9.15.1. Musical instruments may be carried as cabin luggage, on a passenger seat (CBBG), or as checked baggage in the aircraft's cargo compartment.

9.15.2. At no additional charge, a musical instrument may be carried as a single piece of cabin baggage, provided that:

- the sum of its three dimensions does not exceed the cabin baggage dimensions permitted under the conditions of the fare paid,
- the musical instrument weight is up to 10 kg,
- the passenger has no other cabin baggage. For free cabin luggage allowances see section 9.4 "Cabin Baggage".

9.15.3. **For an additional fee, a musical instrument may be carried as an extra piece of cabin baggage**, provided that:

- the sum of its three dimensions exceed the cabin baggage dimensions permitted under the conditions of the fare paid, but not exceed 115 cm in the sum of three dimensions,
- the musical instrument weight is up to 10 kg,
- the passenger has other cabin baggage.

For fees for transporting musical instruments see the Airline's official website: <https://nordwindairlines.ru/en/baggage/musical-instruments>.

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9.15.4. Musical instruments carried as cabin baggage shall be packed in a case and stowed either in the overhead locker or under the seat in front of the passenger.

Musical instruments carried in the aircraft baggage compartment must be packed in a rigid case, trunk, or hard-shell container.

9.15.5. Musical instruments exceeding 115 cm in the sum of three dimensions may be transported either on a separate passenger seat or as checked baggage. For requirements for transporting musical instruments on a separate passenger seat see section 9.8 "Baggage Carried on Passenger Seat (CBBG)" and the Airline's official website [www.nordwindairlines.ru](http://www.nordwindairlines.ru).

## 9.16. Baggage Packing

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

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

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

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

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

## 9.17. Baggage Claim

9.17.1. The Carrier shall ensure the Passengers are informed of the place for baggage claim at the airport of destination, stopover or transfer, as well as of reasons and times of any baggage delays and ensure baggage is claimed by the Passengers.

9.17.2. The Passenger shall receive his/her checked-in baggage as the Carrier renders it for collection at a destination point, upon submission of a coupon of the numbered baggage tag.

9.17.3. Possession of a baggage will be transferred to the Passenger at an airport to which such baggage is recorded for carriage. However, upon the Passenger's request, he/she may collect the baggage at a departure or stopover point, provided it is not

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forbidden by state authorities and further provided that time and circumstances allow such collection.

9.17.4. If a baggage is to be collected at a departure or intermediary point, all fees paid to the Carrier previously in relation to such baggage may be refunded to the Passenger upon the Carrier's permission.

9.17.5. If a person claiming a baggage cannot produce the coupon of a baggage tag, such person may not be transferred possession of such baggage, unless submits proper confirmations of his/her rights of ownership. In any case, the responsible officer shall execute the Collection Statement in relation to such baggage.

**9.18. Baggage storage, search for an owner and selling the lost baggage**

9.18.1. Checked-in baggage shall be stored at an airport to which it is delivered under the Air Carriage Contract between the Carrier and the Passenger, toll-free for 2 days, including the baggage arrival date.

9.18.2. Further storage shall be arranged by the Carrier or its agent. If the Passenger failed to collect baggage with the term stated herein, the storage costs shall be recovered in accordance with the Russian Federation laws.

9.18.3. If the checked-in baggage, with the properly issued and numbered baggage tag, arrived to the destination, transfer or stopover point and is not collected by the Passenger (unclaimed baggage), the Lost and Found staff will arrange searching of such Passenger.

9.18.4. If such efforts resulted in finding the baggage owner, the Lost and Found staff shall notify the baggage owner in writing of the baggage stored and of the collection or delivery procedure.

9.18.5. Checked-in baggage shall be stored for 6 months after the owner of such baggage was sent the notice or, if such owner has not been found, after the aircraft arrival to the airport. If an owner does not collect the checked-in baggage within the stated term such baggage may be sold or disposed of in accordance with the Russian Federation laws.

9.18.6. If the checked-in baggage contains items perishable upon passage of time or due to unfavorable conditions (temperature, humidity or other environmental conditions (the "perishable baggage"), the Carrier may immediately destroy such perishable baggage or part of it.

9.18.7. The baggage subject to customs regulations shall be stored and disposed of in accordance with the customs laws and regulations of the Russian Federation.

9.18.8. If an undocumented baggage arrives at an airport, the Lost and Found staff shall execute the applicable statement. Undocumented baggage shall be weighted, opened, its contents registered and sealed. To open the undocumented baggage, the Lost and Found staff shall arrange the dedicated committee. The Lost and Found staff shall arrange checking of the stored baggage against searching requests of

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passengers who did not receive his/her baggage and shall send inquiries to airports of possible delivery. If specifications of a baggage searching request comply with those of the undocumented baggage available, the Lost and Found staff shall arrange its sending in accordance with the request. Undocumented baggage shall be stored until the owner is found.

- 9.18.9. If the checked-in baggage arrives at an airport with the baggage tag specifying an airport/point other than that stated in the Air Carriage Contract, this is called the Mishandled Baggage. The Lost and Found staff shall arrange searching for owner(s) of the mishandled baggage and its storage, until the owner(s) is found.
- 9.18.10. When the Mishandled Baggage arrives at an airport, the Lost and Found staff checks the baggage searching requests received.
- 9.18.11. For baggage searching requests, the Lost and Found staff ensures sending the baggage in accordance with the baggage searching request
- 9.18.12. If no baggage searching requests are open, the Lost and Found staff will ensure notifying the airport from which the mishandled baggage was sent, as well as sending the mishandled baggage in accordance with the baggage tag or, if impossible, to the sending airport.
- 9.18.13. When the Passenger collects baggage without the PIR issued, this will not prejudice his/her right to further claim for damage to the Carrier, provided the Carrier's officers are proven to refuse from issuing the PIR.
- 9.18.14. If the Carrier is not transferred the checked-in baggage to the Passenger at the baggage destination airport as specified in the Air Carriage Contract, the Lost and Found staff shall, upon the Passenger's written request and submission of the carriage document, apply efforts to find such baggage, including:
- Send the request to the departure airport of whether such baggage is available;
  - Send request to airports to which such baggage could be delivered by error;
  - Send the request to the storage airport to deliver the baggage, if found.
- 9.18.15. The Lost and Found staff shall start searching for the baggage immediately upon submission of the Passenger's application on the lost baggage. If the Carrier is not transferred to the Passenger the checked-in baggage subject to the customs control at the baggage destination airport as specified in the Air Carriage Contract, the Carrier shall inform the Passenger of the acts and things to be performed in accordance with the customs laws of the Russian Federation or the country of the baggage destination, in order to ensure the baggage delivery to the point specified by such passenger.
- 9.18.16. If a checked-in baggage has not been found within 21 days from the relevant request submission date, such Passenger will have the right to recover compensation.

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## 9.19. Lost and Found Items

Hand luggage or items listed in item 9.4.10 (personal belongings) hereof that passengers left on-board of an aircraft shall be stored at the founding airport for 6 months after the arrival of such aircraft to such airport. Upon expiry of 6 months after the arrival of the founding aircraft to such airport, such hand luggage or personal belongings may be sold or destroyed, as stated by applicable laws of the Russian Federation.

## 9.20. Irregularities while transporting baggage

In any case of baggage delay, loss, damage or shortfall or when the baggage is issued without the coupon of the numbered baggage tag, the Property Irregularity Report (PIR) shall be executed and signed by the Lost and Found officer and the Passenger, prior to the Passenger leaving the airport. One copy of the PIR will be stored by the Passenger and the other sent to the Carrier.

### 9.20.1. Baggage Non-Arrival

9.20.1.1. The Baggage, which was registered at the point of departure but did not arrive to the point of destination with the passenger or on the flight for which it was checked in shall be deemed to be the non-arrived baggage.

9.20.1.2. In case of failure to receive the checked-in baggage, the passenger or person authorised to receive the baggage shall immediately address an employee of the Service Company or the Carrier representative.

9.20.1.3. If operative baggage search at the airport of arrival did not result in positive outcome, the baggage search service officer shall fill out the Report (PIR).

9.20.1.4. The Report (PIR) shall indicate

- last name and initials of the passenger;
- the passenger air ticket number;
- the baggage tag number;
- the language of the passenger;
- the full route of the passenger from the point of departure to the point of destination;
- the designator codes, the numbers of flights, which the passenger took, and their dates;
- the code of the airport at which the PIR is issued, the designator code, the fill-in date and time;
- the airport of arrival, information about the airline, the tail number;
- information about pieces of baggage and the total weight of baggage checked

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in by the passenger at the point of departure;

- the number of pieces and the weight of the non-arrived baggage;
- the color code and the type of bag (the suitcase) followed by 3 descriptive elements pursuant to the IATA identifier;
- the brand and material of the bag (the suitcase);
- a detailed description of the baggage, including its packaging;
- the contents of the baggage (up to 4 characteristic categories shall be specified, which if noticed, may help to identify the owner of the baggage);
- the baggage airport of delivery;
- the permanent / temporary residential address of the passenger;
- the fill-in date;
- the contact phone numbers for receipt of additional information.

#### 9.20.2. **Damage to the Baggage**

9.20.2.1. Irregularity in transportation of the baggage, which results in a defect or breakage of, or damage to, an article for transportation of items (a suitcase, a carpet bag, a travel bag, etc.) and leads to inability of the passenger to further use the article for transportation of items, shall be deemed to be the damage to the baggage.

9.20.2.2. Minor defects of the baggage item (scratches, scuff marks, dents, absence of or damage to the baggage belts or a padlock), not affecting further ability to use the baggage item do not constitute the damage to the baggage.

9.20.2.3. A decorative case used on the suitcase is an accessory not intended for transportation of the baggage, its damage or absence does not constitute the damage to the baggage.

9.20.2.4. If addressed by the passenger, the baggage search service officer shall:

- visually inspect the item of baggage;
- check if the baggage tag has a mark about damage of the baggage or a limited release tag;
- weigh the baggage;
- the baggage search service officer shall specify in the Report (PIR) data specified in 9.20.1.4.
- If the passenger refuses to submit for the weighting procedure an empty article for transportation of items, the baggage search service officer shall make a corresponding mark in the PIR.

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9.20.2.5. After completion of the baggage visual inspection, based on the transportation documents provided by the passenger, the baggage search service officer shall indicate the following in the Report (PIR):

- information on the baggage weight (at the time of check in and at the time of claim);
- the character and degree of damage to the baggage;
- the value and year of purchase of the baggage item;
- the baggage wear-out percent;
- contact details of the passenger.

**Attention!** If the damaged article for transportation of items (a suitcase, a travel bag, etc.) is subject to repair, the passenger needs to address a repair shop and provide a till slip confirming the repair costs incurred.

9.20.2.6. If the damaged baggage item is unrepairable or if the cost of repair exceeds the cost of the baggage item, the passenger may present a claim pursuant to an established procedure attaching thereto a report of the repair shop and the documents confirming the value of the baggage item and the year of purchase.

9.20.2.7. The Carrier may demand and obtain this damaged baggage item.

### 9.20.3. **Damage (Spoilage) of the baggage contents**

9.20.3.1. If addressed with regards to the damage to (or spoilage of) the baggage contents, the baggage search service officer shall:

- visually inspect the baggage;
- check if the baggage tag has a mark about damage of the baggage or a "limited release" tag;
- weight the baggage;
- offer to the passenger to present the damaged (spoilt) items.

9.20.3.2. Upon the visual inspection of the baggage, based on the transportation documents provided by the passenger, the baggage search service officer shall specify the following in the Report (PIR):

- data specified in 9.20.1.4;
- the character of damage caused to the items;
- if the items were damaged due to their contact with a liquid or substance within the baggage piece, the liquid or substance is specified;
- a note of the contents is attached.

**Attention!** A passenger has to address a specialized dry cleaner/laundry service and afterwards provide a till slip confirming his costs incurred for cleaning of the

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items. If the damaged (spoil) items are unable to be restored, the passenger needs to keep them until a resolution is taken with regards to the claim raised by the passenger.

#### 9.20.4. Shortage of Items in the Baggage Received

9.20.4.1. If addressed by the passenger due to a shortage of items in the baggage received, the baggage search service officer shall:

- weigh in the baggage;
- determine if there is shortage in weight of the baggage;
- visually inspect the baggage, its packaging (if any), and the internal condition of the baggage to determine the details of what happened: if the baggage has locks on and if the locks are in operable condition, if it is possible to gain access to the contents, if the staff inside the baggage item is in disorder, etc.;
- specify the data indicated in 9.20.1.4 in the Report (PIR);
- attach a list of the missing items and specify the actual weight of the article for transportation of the items.
- provides the real weight of baggage in order to transport the baggage.

9.20.4.2. After the visual inspection of the baggage, based on the transportation documents provided by the passenger, the baggage search service officer shall specify the following in the Report (PIR):

- the actual weight of the baggage received;
- the list of missing items and staff with a detailed description thereof (the brand, color, manufacturer, etc.).

**Attention!** It is recommended to inform the local internal affairs agencies about the fact of shortage of the baggage contents.

#### 9.20.5. Baggage Delivery/ Mishandled Baggage Delivery

9.20.5.1. If the checked-in baggage is not found, the Carrier shall ensure that the owner of the checked-in baggage is notified and that the baggage is delivered to the airport (point) indicated by the passenger or to the address indicated by the passenger if requested thereby without additional payment for such delivery.

9.20.5.2. Upon arrival of the baggage, the Carrier shall ensure that delivery of the baggage to the address specified by the passenger is agreed with the passenger without charging additional payment.

9.20.5.3. The baggage shall be delivered to the passenger as soon as possible but priority is given to the baggage of the passengers which participate in a cruise or arrived on a tour, the passengers, which need the contents of the baggage to take part in negotiations or important events, the wheelchair, etc.

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9.20.5.4. In case of lack of opportunity to provide the service of delivery of the baggage to the indicated address, the passenger is offered to arrive at the airport to receive the baggage, note however that the passenger shall be entitled to submit a claim to the Carrier to be compensated for the costs of such trip to the airport.

**9.20.6. Procedure for releasing unclaimed, rush, or offloaded baggage\***

Checked baggage that fails to arrive with the passenger shall be deemed rush baggage. Checked baggage not collected by the passenger is unclaimed baggage. Checked baggage removed from the flight together with the passenger is offloaded baggage.

For self-collection of rush, unclaimed, or offloaded baggage, recipients are advised to verify the following on the airport website before arrival:

- designated baggage storage facility name (Lost&Found office, baggage storage room, etc.);
- location of such facility (terminal, floor, room number);
- contacts of the airport baggage tracing unit and required collection procedures.

**Baggage release at Russian airports**

For domestic flights, recipients shall proceed to the domestic baggage storage area and present:

- identity document;
- boarding pass;
- baggage tag stub;
- payment receipt for storage fees (except for rush baggage).

For international flights, recipients shall proceed to the international baggage storage area for customs clearance procedures, presenting:

- identity document;
- boarding pass;
- baggage tag stub;
- payment receipt for storage fees;
- customs declaration.

No international baggage can be released without full customs compliance. Only the passenger or a customs representative acting on their behalf may collect it.

**Storage fees for unclaimed baggage**

Unclaimed baggage shall be stored free of charge for 48 hours following arrival. Subsequent storage shall be charged as per the airport rates.

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After five (5) days, unclaimed baggage shall be transferred to the airline's base airport storage facility for statutory storage (see section 9.18).

The storage of any offloaded baggage shall be paid from the first day, as per local airport rates.

**The release of forwarded/unclaimed baggage at foreign airports** shall be subject to local laws. Recipients must contact the specific airport's Lost&Found unit.

### 9.21. Transportation of human remains, urns with ashes, and animal remains

The Carrier does not accept for the transportation the human remains (coffins with the human remains, urns with the ashes, also any animals' remains in containers or boxes) as the cabin baggage or as the registered baggage of a passenger, the transportation is only possible as a cargo format

In order to transport the human remains with the flight of LLC NORD WIND you should address the cargo transportation sales agent of the Nordwind Airlines via link: <https://nordwindairlines.ru/ru/cargo> and provide them with the following documents:

– **Uncremated remains**

- The death certificate.
- The lack of alien enclosures certificate.
- The certificate about the infectious disease absence or the approval from Rospotrebnadzor (eng: Russian Federal State Agency for Health and Consumer Right), or other state instances of authorities for the body/remains transportation.
- The embalment form or certificate.

Depending on the route of the transportation and the death cause (criminal case) some additional documents might be required. The cargo transportation sales agent will provide detailed information to you. All documents must have a Russian translation in case of importing the cargo from abroad.

– **Cremated remains (the urn with ashes)**

- The death certificate.
- The cremation certificate.
- The lack of alien enclosures certificate.

The transportation documents for the human remains must comply with the requirements of the Customs Code of the Eurasian Economic Union.

In some countries the participation of an authorised agent (a funeral agency) is required to receive HUM/ASH category for this cargo. In order to avoid delays in

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issuing and processing this category to the mentioned cargo, the recipient is strongly advised to clarify the rules for receiving this type of cargo at the arrival airport in advance.

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## 10. CARRIER'S AND PASSENGER'S RESPONSIBILITIES

### 10.1. General Provisions

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

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- 10.1.11. Each Party of the Air Carriage Contract shall prove circumstances used as a basis for claim/lawsuit, if any.
- 10.1.12. For the purpose of recording violations of the Rules of Conduct on board an aircraft, the Airline's personnel is entitled to make photo and video recordings of such violations.

## **10.2. Carrier's Civil Liability to Passengers**

- 10.2.1. An insurance sum per each Passenger under a life and health policy shall at least be equal to that established by the applicable Federal Law in effect as of the date of the Ticket purchase.
- 10.2.2. An insurance sum for checked-in baggage shall at least be equal to that established by the applicable Federal Law, per 1 kg of the baggage weight.
- 10.2.3. An insurance sum for hand luggage shall at least be equal to that established by the applicable Federal Law.
- 10.2.4. For international flights, limits of the Carrier's liability to Passengers, including the liability for loss of, shortage of, or damage to a baggage or hand luggage shall at least be equal to that established by international treaties signed by the Russian Federation or laws of the applicable country.
- 10.2.5. For mandatory personal insurance of passengers, the insurance proceeds shall be paid in the case of an accident, regardless of any other payments to insured persons or their heirs, established in connection with the same accident by the Russian Federation laws.
- 10.2.6. The Carrier shall execute the Accident Statement for each accident that happened during air carriage with an insured Passenger, the first copy of such Accident Statement to be delivered to the insured person or his/her representative or heir(s). The Carrier also shall, upon the insurer's written request, send to such insurer a copy of such Accident Statement within 20 days after receipt of such request.

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

- 10.3.1. For the Passenger's loss of life or damage to health, the Carrier's liability is established by either the Russian Federation laws in the case of a domestic flight (if a higher liability limit is not stipulated in the Air Carriage Contract) or by international treaties signed by the Russian Federation in the case of an international flight.
- 10.3.2. The air transportation of a Passenger includes the period when the Passenger is onboard aircraft, the period of boarding and the period of disembarkation. The duration of the period of boarding and the period of disembarkation is determined by a federal executive authority developing the state policy and regulation of civil aviation.

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

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

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

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

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

**Domestic flights in Russia:**

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

**International flights:**

- For loss of, shortage of, or damage to baggage, cargo or cabin baggage on international flights the carrier shall bear responsibility in accordance with the international agreements of the Russian Federation.

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

10.4.5. Causes for the Carrier's liability regarding loss of, shortage of, or damage to baggage or hand luggage, if happened during an international flight, are stipulated by international treaties signed by the Russian Federation.

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

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## 10.5. Liability for Flight Delays or Delayed Baggage

10.5.1. In accordance with Art. 120 of the Air Code of the Russian Federation, for the delay in delivery of a passenger, baggage or cargo to destination (in case of doestic flights in Russian territory) the Carrier pays a fine in total of one hundred (100) Roubles for each (1) hour of delay, but not more than 50% (fifty) percent of the carriage fare, unless the Carrier proves that the delay occurred due to force majeure, or due to operations with an aircraft malfunction, which threatened the life or health of passengers of the aircraft, or other circumstances beyond the Carrier's control.

The passenger is entiteled to request from the Carrier to reimburse the losses, that he/she suffered for the reason of his/her baggage delayed delivery (or their own delay), in full scope above the fine, foreseen in Art.120 of the Air Code of Russia. The losses caused are reimbursed in the order, stipulated by the Russian Federation law.

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

## 10.6. Passenger's Responsibility

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

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## **11. PROCEDURE FOR CLAIMS AND SUITS**

### **11.1. General**

- 11.1.1. Upon request of the Passenger and submission of carriage documents, the Carrier or authorised staff of the handling company shall issue the Commercial Statement /PIR.
- 11.1.2. The Commercial Statement /PIR confirms circumstances that may give rise of the Carrier's liability
- 11.1.3. Such Commercial Statement shall be prepared during claim of the checked-in baggage, if:
- there is shortage or damage of the checked-in baggage;
  - if a baggage without any traffic documents is found or if traffic documents without any baggage are present.
- 11.1.4. The PIR is a legal document suitable for submission of a claim to the Carrier or a suit to a court.
- 11.1.5. The PIR serves to:
- initiate searching of the baggage and its owner
  - initiate investigation of causes and responsible persons in relation to loss of, shortage of, or damage to the baggage
  - satisfy or decline claims of the Passengers.
- 11.1.6. In the case of a breach of the Air Carriage Contract in relation to a Passenger or cargo, the Carrier is submitted an application or claim.
- 11.1.7. Lack of the Commercial Statement/ PIR shall not prejudice the passenger's right to file a claim or suit.

### **11.2. Eligibility to Claim Under Air Carriage Contract**

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

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### 11.3. Claim Validity Term for Domestic flights

11.3.1. For domestic flights, the Carrier accepts claims within six (6) months.

### 11.4. Claims for an international flight

11.4.1. In case of loss or damage of baggage during international flights a person, authorised to claim the baggage, shall file a claim to the Carrier either in writing or an electronic document with digital signature within 7 days from the collection of the baggage.

11.4.2. For delays of baggage a person, authorised to claim the baggage, shall file a claim to the Carrier within 21 days after the collection of baggage.

11.4.3. If the baggage loss is confirmed by the Carrier or if the baggage does not arrive within 21 days from the due date, the passenger shall have the right to demand a compensation of damage incurred due to such loss.

11.4.4. Baggage is deemed to be lost, if not found within 21 days, starting from the day succeeding the expected delivery date.

11.4.5. A suit regarding the responsibility shall be filed within 2 year from arrival to the destination or the scheduled arrival to the destination or from the end of the transportation. The calculation of such term shall be determined by the law of the court where to which the suit is filed.

### 11.5. Claim Procedure for Checked-In Baggage

11.5.1. The Carrier may accept a claim after expiry of the terms stated above, if deems a cause of such delay in the claim submission as reasonable, in its sole discretion.

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

11.5.3. A claim shall contain as follows:

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

11.5.4. A claim shall be supported by:

- Originals or certified copies of documents to confirm entering into the Air Carriage Contract and the claimant's eligibility for the claim

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- The Commercial Statement/PIR issued by the Carrier or its agent, with the baggage shortage or damage and the weight of the empty suitcase specified
  - Confirmations of the damages caused by loss of, shortage of, or damage to baggage.
- 11.5.5. If a claim is submitted without the supporting documents listed above, the Carrier will request their submission within stated terms, and upon expiry of such term, the claim will be reviewed with all available attachments, if any.
- 11.5.6. The Carrier's Claim Committee handles claims and makes related decisions.
- 11.5.7. The Claim Committee's decisions shall be approved by General Director of the Carrier or his/her deputy.
- 11.5.8. The Claim Committee reviews claims on the basis of data available, in accordance with rules and guidelines of Russian civil aviation and international practices and Russian Federation laws, and in consideration of factual details.
- 11.5.9. The absence of the Commercial Statement does not deprive the passenger of his/her/its right to claim, if proven that the Carrier's or airport's authorised officer refused to execute the Commercial Statement.
- 11.5.10. Claims and suites shall be submitted for each carriage document separately. If no written application and/or claim is filed with the Carrier, that passenger may not file a suit.
- 11.5.11. If a claim is rejected, the claimant will be returned all attachments thereto.
- 11.5.12. If a claim is satisfied in part, the claimant will be returned only documents that do not relate to the satisfied part of the claim.
- 11.5.13. Within 30 days of receipt of a claim the Carrier shall consider the claim and inform the person who filed the claim about satisfaction or rejection of the claim either in writing or by means of an electronic document with digital signature.
- 11.5.14. If a claim is rejected in whole or in part, or the Carrier is not responded within a stated term, the Passenger will be entitled to suit the Carrier in accordance with the procedures stated by civil laws of the Russian Federation and international treaties signed by the Russian Federation.
- 11.6. Time limit for suits/claims regarding loss, shortage and damage of baggage**
- 11.6.1. The time limit for suits regarding loss, shortage and damage of baggage as well as baggage delay starts from the day when the aircraft carrying the baggage should have arrived at the destination according the Air Carriage Contract.

Ground Handling Director

Oleg Kosov

