

Refund application for the offer «Seat selection in the aircraft»

Refund application is to be filled up either by the passenger, in whose name the MCO was issued, or by his/her notarized representative in case of involuntary refund for the offer after the aircraft departure.

Hereby I, _____, ID document _____
(Passenger full name)
serial _____ number _____, express the desire to get refund for the offer «Seat choice in the aircraft»

291 _____
(MCO number)

(Ticket number if there are other itinerary receipts)

Flight number: _____ Departure date: « _____ » _____ 20 _____

Involuntary refund cause: _____

Supporting documents: _____

Bank account for refund or address for the postal transfer:

Refund terms and conditions:

1. Involuntary refund for the offer «Seat choice in the aircraft» is done in case of involuntary refuse of the passenger from the carriage according to ORENAIR rules and article 227 of the Federal Aviation Regulations «General rules for carriage of passengers, baggage and cargo and requirements for the service of passengers, consignors, consignees», accepted by the RF Ministry of Transportation order from 28.06.2007 № 82 (hereafter – FAR № 82), in case of unilateral termination of the passenger air carriage agreement by ORENAIR in accordance with the article 230 FAR № 82 (except for the case of unilateral termination of the air carriage agreement on the ground based on p. 6 article 230 FAR № 82, wherein money paid for the offer are not refunded to the passenger), as well as in cases of inability of rendering of services according to the following reasons:

- in case of operational change of the aircraft;
- in case of operational flight cancellation;
- in case of relocation of the passenger from the seat near the emergency exit to another one for aviation safety reasons;
- due to other reasons which affect the aviation safety according to airline's representative or the crew.

More information is available at the airline's website: www.orenair.ru

2. In case of involuntary refund airline's representative at the departure airport or cabin attendant on board the aircraft makes a respective note on the Miscellaneous Charges Order (MCO).

3. To get a refund for the offer «Seat choice in the aircraft» a passenger should send to the postal address of the airline: Department of Organization of Sales Air Transportation, ORENAIR, Airport, Orenburg District, Orenburg Region, Russian Federation, 460049 the following documents:

- original of the signed «Application for refund for the offer «Seat choice in the aircraft»;
- original of the Passenger Miscellaneous Charges Order (MCO) with the note made by the airline's representative (cabin attendant) about the cause of refund.

Within 2 months after the application is received and based on check results, airline will make refund to the bank account or address for the postal transfer. Refund application is accepted within 1 year after the service was rendered.

I confirm that I've read and understood Refund Terms and Conditions and accept them. I also agree that the Airline ORENAIR has a right to change these Terms and Conditions without notice.

For passenger representative:

Passenger full name _____

ID document _____ serial _____ number _____

Representative's cellphone: 8 _____

I confirm that the passenger has no claims; I'm liable for the refund.

Date: « _____ » _____ 20 _____ r.

Full name _____ Signature: _____

Passenger's cellphone: 8 _____

For the airline representative:

Date and time of the application receipt: « _____ » _____ 20 _____ r. _____

/ _____ / _____

Signature

Full name