



Ukraine International Airlines Service Policies

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Automated Pricing Services*

(*) Services which price is filed in OC fees in ATPCo (only available on ancillary certified markets)

1.1. CHECKED BAGGAGE (PDBG)

RFIC: C

RFISC: OCC

LIST OF EMD SERVICES FOR AIRLINE: PS

CODE RFIC/SC BOOK TA ISS. DESCRIPTION

PDBG C/OCC SSR YES CHECKED BAGGAGE

Service description and purpose

Checked baggage on UIA flights.

The Maximum weight allowance is **23KGs** and the total dimension are as follow;

length + width + height <= 158cm where max length up to 86cm

Detailed EMD flow

Initial PNR

```
--- TST TSM RLR ---
RP/IEVU23852/IEVU23852          PJ/SU   7JUN16/0711Z   YM92QK
IEVU23852/1992PJ/7JUN16
  1 .JANOPAS/POJJAWAN
  2  PS 775 Y 20JUN 1 KBPTLV HK1          0955 1315   *1A/E*
  3 AP IEV +38044 22 33 888 - AVIAUA - A
  4 TK TL07JUN/IEVU23852
  5 /SSR PDBG PS HK1 W-23KG D-90X53X25CM/S2
```

Booking

SR entry is be used to specify ASVC booking method

Ex. SR PDBG-W-23KG D-86X57X25CM

SSR PDBG can include actual dimensions and total weight.

In case there are 2 or more PDBG on the same flight, another SR PDBG shall be entered in the PNR. In case the checked bag is Overweighted or/and Oversized then together with PDBG additional SRs and EMDs need to be issued: OVERWEIGHT – HBAG/OH6 (see 1.7) and OVERSIZE – OBAG/OI5 (see 1.8).

Pricing

Ancillary Services are in the scope, automatic pricing is available and opened to T/As

- TSM-P automatic creation: FXG entry

FXG									
PASSENGER									
OC	SRV	NP	PR	FLGT	DATE	(UAH)FARE	TAX	TOTAL	
01	JANOPAS/POJJAWA ADT								
0CC	PDBG	1	PS775	20JUN	UAH695			UAH695	

Issuance

- EMD-A for OCC is to be issued in connection with e-ticket document.

- EMD status at issuance time is "Open for use"

>TTP/TTM/RT
OK ETICKET/EMD

EMD display (EWD)

>EWD									
EMD-5662615339437	TYPE-A							SYS-1A	
LOC-YM92QK									
INT-I	FCI-0	0	POI-IEV	DOI-07JUN16					
IOI-72323904									
PAX- JANOPAS/POJJAWAN									
ADT									
RFIC-C BAGGAGE									
REMARKS-									
CPN-1	RFISC-0CC	PS	KBPTLV	S-O					
DESCRIPTION- CHECKED BAG									
NON-INTERLINEABLE									
PRESENT TO-									
PRESENT AT-									
ICW-5669759102634E1	(A)								
EXCESS BAGGAGE-	1	NRATE	PER UNIT-UAH	0					
SERVICE REMARKS-									
FARE	F	UAH	695	BR 24.80000000					
EXCH VAL	UAH	695	RFND VAL						
TAX-									
TOTAL	UAH	695							
/FC IEV PS TLV695UAH695END									
FP CASH									
FOID-									
NON-ENDORSABLE									

EMD sales cancellation (void)

The document could be voided within the actual day of EMD issuance.

_ TRDC/L...

EMD refund

This service is refundable.

_ TRF566-2615339437/EMD

EMD exchange (reissue)

This EMD is Exchangeable.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any UIA operated flight	Flight rebooked to another date / flight nbr changes	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. In case of refund new EMD is to be issued.
2		Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.	Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.
3		Passenger changes his mind and rebooks ticket in a lower class	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. In case of refund new EMD is to be issued.
4		Passenger is rerouted voluntary	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. All conditions have to be agreed with receiving carrier.
5		Upgrade with money	Not applicable
6		Upgrade with points	Not applicable
7		Any involuntary flight cancellation. Passenger does not travel	Actual EMD is to be refunded.
8		Involuntary rerouting to another flight	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.

Other specificities (if applicable)

1.2. ANIMAL IN HOLD (AVIH)

RFIC: C

RFISC: OBS

Service description and purpose

Animal in hold on UIA flights.

- You can transport pets upon previous agreement with UIA. Only adult passengers may accompany pets.
- For detailed information about the free baggage allowance and excess baggage charges (including pets) please see [UIA Baggage Allowance](#).
- Request this service in advance and get a 50% discount.
- Transportation of animals is subject to governmental regulations concerning import, export and transit of live animals. Passengers carrying animals must provide all necessary documents, such as:
export, import or transit permits;
health and vaccination certificates etc.
- UIA cannot be held responsible if your pet is refused entry into or transit through a country. Transportation is allowed provided the passenger assumes full responsibility.
- Pets must travel as cargo if:
the carriage of pets weighing over 32 kg / 70 lb (including the container) has not been approved by the carrier;
your cats / dogs + container weigh more than 75 kg / 165 lb.
- Transportation of pets (except for service animals) is always subject to payment of excess baggage charges in addition to free baggage allowance.

Conditions for acceptance.

Animal's transportation must be agreed in advance with UIA. The request SSR AVIH must be confirmed by UIA Reservation Department. Before confirming AVIH transportation, involving interline transportation the UIA Reservation Department shall ensure that all airlines concerned have specifically agreed to participate in this carriage.

The animals must be clean, healthy and not pregnant

Animal containers must be:

- large enough that the animal can stand upright, turn and lie down in a natural manner;
- clean, leak- escape- and claw-proof;
- fit for transportation and handling (feeding, watering, cleaning);
- adequately ventilated on at least 3 sides.

The animal containers size and construction shall meet the IATA «Live Animals Regulations» (LAR) requirements.

Hand-made containers are not acceptable for transportation of animals in hold.

It is allowed to carry maximum **4** animals in the same container (as AVIH) provided:

- total weight of container including animals does exceed **32 kg (70 lb)**,
 - each animal in container can stand upright, turn and lie down in a natural manner.
- Animal(s) exceeding maximum weight (including container) 32 kg (70 lb) shall be carried as cargo.

Passenger must provide enough food and water for whole flight.

UIA may refuse transportation of animal if above requirements are not met.

Detailed EMD flow

Initial PNR

```
--- TST RLR ---
RP/IEVU23852/IEVU23852          ZZ/SU  14JUL16/1529Z  YXAMSQ
IEVU23852/1113ZZ/14JUL16
  1.LAKTIONOVA/OLGA MS
  2  PS 801 E 10AUG 3 KBPVAW HK1          0930 1000  *1A/E*
  3 AP IEV +38044 22 33 888 - AVIAUA - A
  4 TK TL14JUL/IEVU23852
  5 SSR OTHS 1A AUTO XX IF SSR TKNA/E/M/C NOT RCVD BY PS BY 1826
    /19JUL/IEV LT
  6 SSR OTHS 1A MOBILE AND EMAIL CONTACT USING SSR REQUIRED X
    PLS PROVIDE
  7 /SSR AVIH PS HK1 W-10KG D-65X45X30CM.1DOG IN 1BOX/S2
  8 SSR ADMD 1A KK1 TO PS BY 19JUL 1826 IEV TIME OR WILL BE XLD
```

Booking

SR entry is be used to specify ASVC booking method

>SR AVIH-W-10KG D-65X45X30CM.1DOG IN 1BOX/s2/p1

OR

>SR AVIH-W-20KG D-65X45X30CM.2DOGS IN 1BOX/s2/p1

SSR AVIH will include actual number of animals, dimensions and total weight.

Pricing

Ancillary Services are in the scope, automatic pricing is available and opened to T/As

- TSM-P automatic creation: FXG entry

- Mandatory fields ("Present At", "Present To", "International indicator", "In Connection With"...) to be received by PS Airline

FXG

PASSENGER		PTC		-----				
OC	SRV	NP	PR	FLGT	DATE	(UAH)FARE	TAX	TOTAL
01	LAKTIONOVA/OLGA	ADT						
0BS	AVIH	1	PS801	10AUG	UAH4097			UAH4097

Issuance

- EMD-A for OBS is to be issued in connection with e-ticket document.

- EMD status at issuance time is "Open for use"

>TTP/TTM/RT
OK ETICKET/EMD

EMD display (EWD)

```
>ewd
EMD-5662615364572      TYPE-A                      SYS-1A  LOC-YXAMSQ
INT-I          FCI-0  0          POI-IEV          DOI-14JUL16          IOI-72323904
PAX- LAKTIONOVA/OLGA MS                      ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0BS  PS  KBPWA  S-O
DESCRIPTION-PET IN HOLD
PRESENT TO-
PRESENT AT-
ICW-5662261978354E1          (A)
SERVICE REMARKS-
FARE  F  UAH          4097
EXCH VAL          RFND VAL
TAX-
TOTAL  UAH          4097
/FC IEV PS WAW4097UAH4097END
FP CASH
FOID-
NON-ENDORSABLE
```

EMD sales cancellation (void)

The document could be voided within the actual day of EMD issuance.

_ TRDC/L9

EMD refund

This service is refundable.

_ TRF5662615364572/EMD

EMD exchange (reissue)

This EMD is non-exchangeable.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure /
------	----------------	--------	-------------

Last update: 01 MAR 2017

			consequences
1	Any UIA operated flight	Flight rebooked to another date / flight nbr changes	Service (new SSR element) is to be rebooked. Actual EMD is to be refunded. New EMD is to be issued.
2		Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.	Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.
3		Passenger changes his mind and rebooks ticket in a lower class	Service (new SSR element) is to be rebooked. Actual EMD is to be refunded. New EMD is to be issued.
4		Passenger is rerouted voluntary	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.
5		Upgrade with money	Not applicable
6		Upgrade with points	Not applicable
7		Any involuntary flight cancellation. Passenger does not travel	Actual EMD is to be refunded.
8		Involuntary rerouting to another flight	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.

Other specificities (if applicable)

1.3. UNACCOMPANIED MINOR (UMNR)

RFIC: E
RFISC: OBH

Service description and purpose

Unaccompanied minors on UIA flights.

UIA procedures for unaccompanied minor handling are based on IATA Recommended Practice 1753 and Ukrainian State regulations.

The unaccompanied minor procedure must be applied for a passenger between **5** and **16** years old, not accompanied by an adult passenger over **18** years of age.

EXCEPTION: The unaccompanied minor procedure must not be applied for:

- Children under **5** years of age.
- Passengers with reduced mobility – PRM between **5** and **16** years old.

The UM handling procedure is mandatory for the next passengers travelling alone:

UIA flights	Domestic	International	Domestic + International
Passenger age	Under 14 years	Under 16 years	Under 16 years

NOTE: At the request of the parents/guardians the UM service can be performed for passengers between the ages of 16 and under 17 years.

According to IATA Recommended Practice 1753, the SSR code **UM** (**U**naccompanied **M**inor) is applied for unaccompanied minor service designation.

Escort

UIA does not provide an escort for minors by its own staff.

Limitations

The maximum number of unaccompanied minors may not exceed **20** per flight.

Ticket fare

The charge 100% of the adult fare without child discount is applied for unaccompanied minor ticket.

Free checked baggage and hand luggage allowance

The UM passengers are entitled for applicable standard checked baggage, hand luggage allowance and excess baggage fares in accordance with service class specified in the ticket

Detailed EMD flow

Initial PNR

```
--- TST RLR ---
RP/IEVU23852/IEVU23852          PS/RM  14JUL16/1529Z  YXANEJ
IEVU23852/1113ZZ/14JUL16
  1.LAKTIONOVA/OLGA MS
  2  PS 472 W 20AUG 6 ZRHKBP HK1          1320 1700  *1A/E*
  3 AP IEV +38044 22 33 888 - AVIAUA - A
  4 TK TL14JUL/IEVU23852
  5 SSR OTHS 1A AUTO XX IF SSR TKNA/E/M/C NOT RCVD BY PS BY 1828
    /19JUL/IEV LT
  6 SSR OTHS 1A MOBILE AND EMAIL CONTACT USING SSR REQUIRED X
    PLS PROVIDE
  7 /SSR UMNR PS KK1 UM10/S2

  8 SSR ADMD 1A KK1 TO PS BY 19JUL 1828 IEV TIME OR WILL BE XLD
```

Booking

SR entry is be used to specify ASVC booking method

Ex. SR UMNR-UM10/S2/P1

SSR UMNR will include the actual age of passenger.

Pricing

Ancillary Services are in the scope, automatic pricing is available and opened to T/As

- TSM-P automatic creation: FXG entry

- Mandatory fields ("Present At", "Present To", "International indicator", "In Connection With"...) to be received by PS Airline

FXG

PASSENGER	PTC	-----						
OC	SRV	NP	PR	FLGT	DATE	(UAH) FARE	TAX	TOTAL
01	LAKTIONOVA/OLGA	ADT						
0BH	UMNR	1	PS472	20AUG	UAH1653			UAH1653

Issuance

- EMD-A for 0BH is to be issued in connection with e-ticket document.
- EMD status at issuance time is "Open for use"

>TTP/TTM/RT
OK ETICKET/EMD

EMD display (EWD)

```
>ewd
EMD-5662615364573      TYPE-A                SYS-1A  LOC-YXANEJ
INT-I          FCI-0  0          POI-IEV          DOI-14JUL16          IOI-72323904
PAX- LAKTIONOVA/OLGA MS                                UM
RFIC-E  AIRPORT SERVICES
REMARKS-
CPN-1  RFISC-0BH  PS  ZRHKBP  S-O
DESCRIPTION-UNACCOMPANIED MINOR
PRESENT TO-
PRESENT AT-
ICW-5662261978357E1          (A)
SERVICE REMARKS-
FARE  F  UAH          1653
EXCH VAL          RFND VAL
TAX-
TOTAL  UAH          1653
/FC ZRH PS IEV1653UAH1653END
FP CASH
FOID-
```

EMD sales cancellation (void)

The document could be voided within the actual day of EMD issuance.

— >TRDC/L....

EMD refund

This service is refundable.

— TRF5662615364573/EMD

EMD exchange (reissue)

This EMD is non-exchangeable.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any UIA operated flight	Flight rebooked to another date / flight nbr changes	Service (new SSR element) is to be rebooked. Actual EMD is to be refunded. New EMD is to be issued.
2		Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.	Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.
3		Passenger changes his mind and rebooks ticket in a lower class	Service (new SSR element) is to be rebooked. Actual EMD is to be refunded. New EMD is to be issued.
4		Passenger is rerouted voluntary	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.
5		Upgrade with money	Not applicable
6		Upgrade with points	Not applicable
7		Any involuntary flight cancellation. Passenger does not travel	Actual EMD is to be refunded.
8		Involuntary rerouting to another flight	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.

Other specificities (if applicable)

1.4. ANIMAL IN CABIN (PETC)

RFIC: C

RFISC: OMN

Service description and purpose

Animal in cabin on UIA flights.

On UIA flights only cats and dogs which can be transported in special containers or as service animals, are allowed for carriage in the aircraft passenger cabin.

Animals must be accompanied by adult passengers when previously agreed with UIA.

Transportation of animals in cabin is subject to governmental regulations concerning import, export and transit of live animals (for further information, see TIM/TIMATIC).

Responsibility

Transportation of animal is allowed provided the passenger assumes full responsibility for animal and arranges all necessary health and/or vaccination certificates, export, import or transit permits etc. required by the laws and rules of departure, transit and arrival countries.

UIA declines all responsibility for any injury to or loss, delay, sickness or death of the animal in the event that it is refused entry into or passage through any country state or territory except UIA personal negligence cause the injury, illness or death of animal.

The request for transportation of animal must be confirmed by UIA Reservation Department (rescontrol@flyuia.com).

Quantity restriction in aircraft passenger cabin per flight

On UIA flights the following maximum allowances are applied for animals carriage (PETC(**containers**)):

Passenger cabin	Boeing-737	Boeing – 767	Embraer-190
Business class	1	1	1
Premium-economy class	-	1	-
Economy class	2	2	2

Conditions of PETC carriage

PETC must:

- be clean and healthy,
- be kept in soft-sided leak- and smell-proof container (cage, soft basket or bags) designed for transportation of animals;
- can stand upright, turn and lie down in a natural manner.

Maximum weight of the animal, including the container: **8 kg**.

Size of container: The total sum of the 3 dimensions may not exceed 115 cm (55x40x20 cm).

NOTE: *If maximum size and/or total weight allowance exceeds the established norms, the animal shall be accepted for flight as animal in hold (AVIH).*

Container must be held by the passenger or fit under the seat in front. It may not be placed on the seat.

Only one container per passenger is allowed. However, maximum 2 animals are allowed per one container if they are familiar with each other and provided all above requirements are observed.

IMPORTANT! Transportation of cats and dogs together in the same container is not allowed.

UIA has a right to refuse transportation of animal in the passenger cabin if one or more of above mentioned requirements are not met.

Detailed EMD flow

Initial PNR

```
--- TST TSM RLR ---
RP/IEVU23852/IEVU23852          ZZ/SU  21JUL16/1344Z  ZCIF6R
IEVU23852/1113ZZ/21JUL16
  1.LAKTIONOVA/OLGA MS
  2  PS 471 Y 06AUG 6 KBPZRH HK1          1010 1200  *1A/E*
  3 AP IEV +38044 22 33 888 - AVIAUA - A
  4 TK OK21JUL/IEVU23852//ETPS
  5 SSR OTHS 1A AUTO XX IF SSR TKNA/E/M/C NOT RCVD BY PS BY 1642
    /26JUL/IEV LT
  6 SSR OTHS 1A MOBILE AND EMAIL CONTACT USING SSR REQUIRED X
    PLS PROVIDE

  7 /SSR PETC PS HK1 W-5KG D-35X30X20CM.1DOG IN 1BOX/S2
```

BOOKING

SR entry is be used to specify ASVC booking method

Ex. >SR PETC-W-5KG D-35X30X20CM.1DOG IN 1BOX/S2/p1

or

>SR PETC-W-8KG D-50X35X20CM.2DOGS IN 1BOX/s2/p1

SSR PETC will include actual number of animals, dimensions and total weight.

PRICING

Ancillary Services are in the scope, automatic pricing is available and opened to T/As

- TSM-P automatic creation: FXG entry

- Mandatory fields ("Present At", "Present To", "International indicator", "In Connection With"...) to be received by PS Airline

>FXG

FXG

PASSENGER		PTC -----						
OC	SRV	NP	PR	FLGT	DATE	(UAH) FARE	TAX	TOTAL
01	LAKTIONOVA/OLGA ADT							
OMN	PETC	1	PS471	06AUG	UAH2731			UAH2731

Issuance

- EMD-A for OAA is to be issued in connection with e-ticket document.
- EMD status at issuance time is "Open for use"

>TTP/TM/RT

OK ETICKET/EMD

EMD DISPLAY (EWD)

>EWD

EMD-5662615364613	TYPE-A	SYS-1A	LOC-ZCIF6R
INT-I	FCI-0 0	POI-IEV	DOI-21JUL16
PAX-	LAKTIONOVA/OLGA MS		IOI-72323904
RFIC-C	BAGGAGE		ADT
REMARKS-			
CPN-1	RFISC-OMN PS KBPZRH	S-O	
DESCRIPTION-PET IN CABIN			
PRESENT TO-			
PRESENT AT-			
ICW-5662262005089E1		(A)	
SERVICE REMARKS-PE			
FARE	F UAH	2731	
EXCH VAL		RFND VAL	
TAX-			
TOTAL	UAH	2731	
/FC IEV PS ZRH2731UAH2731END			
FP CASH			
FOID-			
NON-ENDORSABLE			

EMD sales cancellation (void)

The document could be voided within the actual day of EMD issuance.

>TRDC/L9

OK - DOCUMENT(S) CANCELLED

EMD refund

This service is refundable.

_ TRF5662615364613/EMD

EMD exchange (reissue)

This EMD is non-exchangeable.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any UIA operated flight	Flight rebooked to another date / flight nbr changes	Service (new SSR element) is to be rebooked. Actual EMD is to be refunded. New EMD is to be issued.
2		Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.	Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.
3		Passenger changes his mind and rebooks ticket in a lower class	Service (new SSR element) is to be rebooked. Actual EMD is to be refunded. New EMD is to be issued.
4		Passenger is rerouted voluntary	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.
5		Upgrade with money	Not applicable
6		Upgrade with points	Not applicable
7		Any involuntary flight cancellation. Passenger does not travel	Actual EMD is to be refunded.
8		Involuntary rerouting to another flight	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.

1.5. SPECIAL MEAL

RFIC: G

RFISC: see below for ordered service

LIST OF EMD SERVICES FOR AIRLINE: PS

CODE	RFIC/SC	DESCRIPTION
LAML	G/MSA	MEAL Around the World Lunch
LBML	G/02J	MEAL Lunch Beef
LDML	G/02G	MEAL Lunch Duck
LEML	G/MSE	MEAL Continental Lunch
LIML	G/02I	MEAL Italian Lunch
LLML	G/02H	MEAL Lunch Lasania
LUML	G/MSD	MEAL Ukrainian Lunch
COML	G/02M	MEAL Child Special Meal
KMML	G/0AQ	Kosher Meal
MMML	G/0LR	Muslim Meal
ORML	G/01G	Oriental Meal Chargeable
VEML	G/0AR	Vegetarian Meal
HSML	G/019	MEAL Hot Salmon

Service description and purpose.

All details regarding Pre-ordered meal service on UIA flights could be found on UIA web site (www.flyuia.com).

- Pre-ordered Meal Service is available on UIA scheduled flights (operated under the PS001-999 code) as well as charter flights.
- Pre-ordered Meal Service is not available on UIA flights between Kiev and Aktau, Almaty, Astana, Amman, Teheran, New York, Beijing, Bangkok, and Colombo. Meals are served for free on the mentioned flights.
- Service is not available if your ticket has been purchased via partner airline and the flight number is different from UIA codes (PS001-999). For more information and for any other questions, please, contact the ticket office where you purchased your ticket. You can also get information in UIA Contact Center using online form.
- Meal order can be confirmed no later than **48 hours** and no earlier than **90 days** before a flight departure. To ensure timely payment, the request has to be sent no later than **50 hours** before a flight departure.
- Should you like to request meals for several passengers, we recommend that you make orders separately for each person.
- In case of change or cancellation of the booking **at least 48 hours before departure**, please contact UIA Contact Center / one of UIA ticket offices or your travel agency to transfer your meal order to another flight or date or cancel it and request a refund.
- In case of change or cancellation of the booking **less than 48 hours before departure**, your meal order cannot be changed or transferred to another flight or date and its cost cannot be refunded.
- We recommend that you re-confirm your request when checking in for your flight.

- Pre-ordered meals can differ by the taste or visual appearance from descriptions and pictures published on the website. Ingredients can be substituted by equivalent products without prior notice.
- Passengers having food allergies must assume responsibility for the risk. We will not assume any liability for allergic reactions to the food consumed or contacted on board.

Detailed EMD flow

Initial PNR

```

--- RLR ---
RP/IEVPS0981/IEVPS0981          DR/SU  16FEB17/0859Z  36Q95W
1.DRYNKO/ALEXANDER MR
2  PS 057 Y 01MAY 1 KBPODS HK1          0950 1050  *1A/E*
3 AP IEV +38 044 581 50 20 - IEV ET TEAM - A
4 TK OK16FEB/IEVPS0981
5 /SSR VEML PS HK1/S2
6 OPW-27APR:0750/1C14/PS REQUIRES DOCUMENT ON OR BEFORE
  01MAY:0750/E5
7 OPW-20FEB:1100/1C7/PS REQUIRES TICKET ON OR BEFORE
  21FEB:1100/S2
8 OPC-01MAY:0750/1C16/PS CANCELLATION DUE TO NO DOCUMENT/E5
9 OPC-21FEB:1100/1C8/PS CANCELLATION DUE TO NO TICKET/S2
10 FP CASH

```

Booking

SR entry is be used to specify SSR booking method

Ex. SR VEML/S2/P1

PRICING

Ancillary Services are in the scope, automatic pricing is available and opened to T/As

- TSM-P automatic creation: FXG entry

>FXG

PASSENGER	PTC	-----					TOTAL
OC SRV NP PR FLGT DATE (UAH) FARE	TAX						
01 DRYNKO/ALEXANDE ADT							
0HJ VEML 1 PS57 01MAY UAH202							UAH202

- **Issuance**

- EMD-A for meal services is to be issued in connection with e-ticket document.
- EMD status at issuance time is "Open for use"

> TTP/TTM/RT OK ETICKET/EMD

EMD display (EWD)

EMD-5668280153000	TYPE-A	SYS-1A	LOC-36Q95W
INT-D	FCI-0 0	POI-IEV	DOI-16FEB17
PAX-	DRYNKO/ALEXANDER MR		IOI-72390485
RFIC-G	IN-FLIGHT SERVICES		ADT
REMARKS-			
CPN-1	RFISC-0HJ PS KBPODS S-O		
DESCRIPTION- VEGETARIAN MEAL			
NON-INTERLINEABLE			
PRESENT TO-			
PRESENT AT-			
ICW-5662410034037E1	(A)		
SERVICE REMARKS-EG			
FARE	F UAH	202	
			BR 28.79820000
EXCH VAL	UAH	202	RFND VAL
TAX-			
TOTAL	UAH	202	
/FC IEV PS ODS202UAH202END			
FP CASH			
FOID-			
NON-ENDORSABLE			

EMD sales cancellation (void)

The document could be voided within the actual day of EMD issuance.

- TRDC/L.....

EMD refund

This service is refundable.

- TRF566-8280153000/EMD
- In case of any changes or cancelation **less than 48 hours** before flight departure the meal order can not be changed or transferred to another flight/date as well as the cost of meal have not to be refunded.

EMD exchange (reissue)

This EMD is non-exchangeable.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any UIA operated flight	Flight rebooked to another date / flight nbr changes	Service (new SSR element) is to be rebooked. Actual EMD is to be refunded. New EMD is to be issued.
2		Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.	Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.
3		Passenger changes his mind and rebooks ticket in a lower class	Service (new SSR element) is to be rebooked. Actual EMD is to be refunded. New EMD is to be issued.
4		Passenger is rerouted voluntary	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.
5		Upgrade with money	Not applicable
6		Upgrade with points	Not applicable
7		Any involuntary flight cancellation. Passenger does not travel	Actual EMD is to be refunded.
8		Involuntary rerouting to another flight	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.

1.6. SPORTING EQUIPMENT (SPEQ)

RFIC: C

RFISC: OF8

LIST OF EMD SERVICES FOR AIRLINE: PS

CODE RFIC/SC DESCRIPTION

SPEQ C/OF8 SPORTING EQUIPMENT

Service description and purpose

Sporting equipment on UIA flights.

Each set of sporting equipment is considered part of your baggage allowance which together with other pieces of passenger's baggage should not exceed the established [free checked baggage allowance](#) in a given cabin class. Each piece/set of sporting equipment is considered one piece of checked baggage, and its weight may not exceed **23kg** in any cabin class. Excess baggage charges established by UIA will apply to excess baggage (number of pieces and/or weight over 23kg up to 32kg).

Detailed EMD flow

Initial PNR

```
--- TST RLR ---
RP/IEVPS0981/IEVPS0981          DR/SU 16FEB17/1301Z 37I3DZ
 1.SPORTING/EQUIPMENT MR
 2 PS 035 J 01MAY 1 KBPLWO HK1          1510 1620 *1A/E*
 3 AP IEV +38 044 581 50 20 - IEV ET TEAM - A
 4 TK OK16FEB/IEVPS0981
 5 /SSR SPEQ PS HK1 W-012KG D-012X012X012CM S-SMALL.SCUBA
   EQUIPMENT.WEIGHT MAY NOT EXCEED 32KG/S2
 6 OPW-27APR:1310/1C14/PS REQUIRES DOCUMENT ON OR BEFORE
   01MAY:1310/E5
 7 OPW-17FEB:1600/1C7/PS REQUIRES TICKET ON OR BEFORE
   18FEB:1600/S2
 8 OPC-01MAY:1310/1C16/PS CANCELLATION DUE TO NO DOCUMENT/E5
 9 OPC-18FEB:1600/1C8/PS CANCELLATION DUE TO NO TICKET/S2
```

Booking

SR entry is be used to specify SSR booking method

Ex. SR SPEQ-W-012KG D-012X012X012CM.SCUBA EQUIPMENT/S2/P1

PRICING

Ancillary Services are in the scope, automatic pricing is available and opened to T/As

- TSM-P automatic creation: FXG entry

>FXG

FXG									
PASSENGER PTC -----									
OC	SRV	NP	PR	FLGT	DATE	(UAH)	FARE	TAX	TOTAL
01 SPORTING/EQUIPM ADT									
0F8	SPEQ	1	PS35	01MAY	UAH543				UAH543

Issuance

- EMD-A for SPEQ is to be issued in connection with e-ticket document.

- EMD status at issuance time is "Open for use"

>TTP/TTM/RT OK ETICKET/EMD

EMD sales cancellation (void)

The document could be voided within the actual day of EMD issuance.

— TRDC/L...

EMD refund

This service is refundable.

— TRF566-8280153001/EMD

EMD exchange (reissue)

This EMD is Exchangeable.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any UIA operated flight	Flight rebooked to another date / flight nbr changes	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. In case of refund new EMD is to be issued.
2		Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.	Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.
3		Passenger changes his mind and rebooks ticket in a lower class	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. In case of refund new EMD is to be issued.
4		Passenger is rerouted voluntary	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. All conditions have to be agreed with receiving carrier.
5		Upgrade with money	Not applicable
6		Upgrade with points	Not applicable
7		Any involuntary flight cancellation. Passenger does not travel	Actual EMD is to be refunded.
8		Involuntary rerouting to another flight	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.

1.7. OVERWEIGHT BAGGAGE UP TO 32 KG (HBAG).

RFIC: C

RFISC: OH6

LIST OF EMD SERVICES FOR AIRLINE: PS

CODE RFIC/SC BOOK TA ISS. DESCRIPTION

HBAG C/OH6 SSR YES OVERWEIGHT BAGGAGE

Service description and purpose

Overweight baggage on UIA flights.

Detailed EMD flow

Initial PNR

```
--- TST RLR ---
RP/IEVPS0980/IEVPS0980          DR/SU 17FEB17/1000Z 39IEIH
1.OVERWEIGHT/BAGGAGE MR
2 PS 025 J 01APR 6 KBPHRK HK1          0925 1025 *1A/E*
3 AP IEV 38044 581 51 45 - IEV AGNTS HELPDESK - A
4 TK OK17FEB/IEVPS0980
5 /SSR HBAG PS HK1 W-30KG D-86X57X25CM.WEIGHT MAY NOT EXCEED
  32KG/S2
6 OPW-17FEB:1200/1C7/PS REQUIRES TICKET ON OR BEFORE
  19FEB:1200/S2
7 OPW-30MAR:0725/1C14/PS REQUIRES DOCUMENT ON OR BEFORE
  01APR:0725/E5
8 OPC-19FEB:1200/1C8/PS CANCELLATION DUE TO NO TICKET/S2
9 OPC-01APR:0725/1C16/PS CANCELLATION DUE TO NO DOCUMENT/E5
10 FE PAX NON END/NO REF/RBK USD10/S2
11 FP CASH
12 FV PAX PS/S2
```

Booking

SR entry is be used to specify SSR booking method

Ex. SR HBAG-W-30KG D-86X57X25CM/S2/P1

NOTE: In case the passenger declares 1 BAG in excess + overweight – the agent is obliged to issue 2 EMDs for PDBG and HBAG services.

PRICING

Ancillary Services are in the scope, automatic pricing is available and opened to T/As

- TSM-P automatic creation: FXG entry

>FXG

FXG

PASSENGER	PTC	-----							
OC	SRV	NP	PR	FLGT	DATE	(UAH)	FARE	TAX	TOTAL
01	OVERWEIGHT/BAGG		ADT						
0H6	HBAG	1	PS25	01APR		UAH543			UAH543

Issuance

- EMD-A for HBAG is to be issued in connection with e-ticket document.
- EMD status at issuance time is "Open for use"

>TTP/TTM/RT
OK ETICKET/EMD

EMD display (EWD)

```
EMD-5668280001018      TYPE-A      SYS-1A  LOC-39IEIH
INT-D      FCI-0  0      POI-IEV      DOI-17FEB17      IOI-72390216
PAX- OVERWEIGHT/BAGGAGE MR      ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0H6  PS  KBPHRK  S-O
DESCRIPTION-OVERWEIGHT BAG UPTO32KG
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-5662410001245E1      (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-UAH      0
SERVICE REMARKS-X8X0
FARE  F  UAH      543
EXCH VAL UAH      543      RFND VAL      BR  27.15000000
TAX-
TOTAL      UAH      543
/FC IEV PS HRK543UAH543END
FP CASH
FOID-
NON-ENDORSABLE
```

EMD sales cancellation (void)

The document could be voided within the actual day of EMD issuance.

— TRDC/L.....

EMD refund

This service is refundable.

— TRF566-8280001018 /EMD

EMD exchange (reissue)

This EMD is Exchangeable.

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any UIA operated flight	Flight rebooked to another date / flight nbr changes	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. In case of refund new EMD is to be issued.
2		Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.	Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.
3		Passenger changes his mind and rebooks ticket in a lower class	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. In case of refund new EMD is to be issued.
4		Passenger is rerouted voluntary	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. All conditions have to be agreed with receiving carrier.
5		Upgrade with money	Not applicable
6		Upgrade with points	Not applicable
7		Any involuntary flight cancellation. Passenger does not travel	Actual EMD is to be refunded.
8		Involuntary rerouting to another flight	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.

1.8. OVERSIZED BAGGAGE UP TO 118LI 300CM (OBAG).

RFIC: C
RFISC: 015

LIST OF EMD SERVICES FOR AIRLINE: PS

CODE	RFIC/SC	BOOK	TA	ISS.	DESCRIPTION
OBAG	C/015	SSR	YES		OVERSIZED BAGGAGE

Service description and purpose

Oversized baggage on UIA flights.

Detailed EMD flow

Initial PNR

```
--- TST RLR ---
RP/IEVPS0980/IEVPS0980          DR/SU  17FEB17/1037Z  39IW47
 1.OVERSIZED/BAGGAGE MR
 2  PS 033 J 01APR 6 KBPLWO HK1          1955 2100  *1A/E*
 3 AP IEV 38044 581 51 45 - IEV AGNTS HELPDESK - A
 4 TK OK17FEB/IEVPS0980
 5 /SSR OBAG PS HK1 W-23KG D-200X65X30CM/S2
 6 OPW-30MAR:1755/1C14/PS REQUIRES DOCUMENT ON OR BEFORE
   01APR:1755/E5
 7 OPW-17FEB:1300/1C7/PS REQUIRES TICKET ON OR BEFORE
   19FEB:1300/S2
 8 OPC-01APR:1755/1C16/PS CANCELLATION DUE TO NO DOCUMENT/E5
 9 OPC-19FEB:1300/1C8/PS CANCELLATION DUE TO NO TICKET/S2
10 FE PAX NON END/NO REF/RBK USD10/S2
11 FP CASH
12 FV PAX PS/S2
```

Booking

SR entry is be used to specify SSR booking method

Ex. SR OBAG-W-23KG D-200X65X30CM/S2/P1

NOTE: In case the passenger declares 1 BAG in excess + oversize – the agent is obliged to issue 2 separate EMDs for PDBG and OBAG services.

PRICING

Ancillary Services are in the scope, automatic pricing is available and opened to T/As

- TSM-P automatic creation: FXG entry

>FXG

FXG						
PASSENGER	PTC	-----				
OC	SRV	NP	PR	FLGT	DATE (UAH)	FARE TAX TOTAL
01	OVERSIZED/BAGGA	ADT				
0I5	OBAG	1	PS33	01APR	UAH543	UAH543

Issuance

- EMD-A for OBAG is to be issued in connection with e-ticket document.
- EMD status at issuance time is "Open for use"

>TTP/TTM/RT OK ETICKET/EMD

EMD display (EWD)

EMD-5668280001019	TYPE-A	SYS-1A	LOC-39IW47
INT-D	FCI-0 0	POI-IEV	DOI-17FEB17
PAX-	OVERSIZED/BAGGAGE MR		IOI-72390216
RFIC-C	BAGGAGE		ADT
REMARKS-			
CPN-1	RFISC-0I5 PS KBPLWO S-O		
DESCRIPTION-OVERSIZED BAG UPTO118LI 300CM			
NON-INTERLINEABLE			
PRESENT TO-			
PRESENT AT-			
ICW-5662410001250E1	(A)		
EXCESS BAGGAGE-	1 N RATE PER UNIT-UAH		0
SERVICE REMARKS-3B			
FARE F	UAH	543	
			BR 27.15000000
EXCH VAL	UAH	543	RFND VAL
TAX-			
TOTAL	UAH	543	
/FC IEV PS LW0543UAH543END			
FP CASH			
FOID-			
NON-ENDORSABLE			

EMD sales cancellation (void)

The document could be voided within the actual day of EMD issuance.

— TRDC/L....

EMD refund

This service is refundable.

— TRF566-8280001019 /EMD

EMD exchange (reissue)

This EMD is Exchangeable.

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any UIA operated flight	Flight rebooked to another date / flight nbr changes	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. In case of refund new EMD is to be issued.
2		Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.	Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.
3		Passenger changes his mind and rebooks ticket in a lower class	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. In case of refund new EMD is to be issued.
4		Passenger is rerouted voluntary	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. All conditions have to be agreed with receiving carrier.
5		Upgrade with money	Not applicable
6		Upgrade with points	Not applicable
7		Any involuntary flight cancellation. Passenger does not travel	Actual EMD is to be refunded.
8		Involuntary rerouting to another flight	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.

1.9 BYCYCLE TRANSPORTATION (BIKE).

RFIC: C

RFISC: OEC

LIST OF EMD SERVICES FOR AIRLINE: PS

CODE RFIC/SC BOOK TA ISS. DESCRIPTION

BIKE C/OEC SSR YES BICYCLE

Service description and purpose

Bicycle transportation on UIA flights.

UIA will accept single bicycles only as checked baggage. Tandems are considered as bulky sporting equipment and shall only be transported as cargo.

Transportation conditions

Preparing your bicycle for travel:

- handlebars must be fixed sideways;
- tyres deflated to avoid any damage caused by possible pressure changes during the flight;
- bicycle pedals preferably removed;
- sharp projective parts shall be protected with plastic or cardboard to prevent damage to other loads;
- all bicycles are recommended to be packed in a bicycle bag.

Detailed EMD flow

Initial PNR

```
--- TST RLR ---  
RP/IEVPS0981/IEVPS0981 DR/SU 17FEB17/1529Z 39LNJ9  
1.BICYCLE/BIKE MR  
2 PS 711 L 01MAY 1 KBPIST HK1 0640 0840 *1A/E*  
3 AP IEV +38 044 581 50 20 - IEV ET TEAM - A  
4 TK OK17FEB/IEVPS0981  
5 /SSR BIKE PS HK1 TYRES MUST BE DEFLATED AND BIKE MUST BE  
CORRECTLY PACKAGED/S2  
6 OPW-27APR:0440/1C14/PS REQUIRES DOCUMENT ON OR BEFORE  
01MAY:0440/E5  
7 OPW-17FEB:1800/1C7/PS REQUIRES TICKET ON OR BEFORE
```

Booking

SR entry is be used to specify SSR booking method

Ex. SR BIKE/S2/P1

PRICING

Ancillary Services are in the scope, automatic pricing is available and opened to T/As

- TSM-P automatic creation: FXG entry

>FXG

FXG

PASSENGER	PTC	-----						
OC	SRV	NP	PR	FLGT	DATE	(UAH)FARE	TAX	TOTAL
01	BICYCLE/BIKE	MR	ADT					
0EC	BIKE	1	PS711	01MAY	UAH733			UAH733

Issuance

- EMD-A for BIKE is to be issued in connection with e-ticket document.
- EMD status at issuance time is "Open for use"

>TTP/TTM/RT
OK ETICKET/EMD

EMD display (EWD)

```
EMD-5668280153003 TYPE-A SYS-1A LOC-39LNU9
INT-I FCI-0 0 POI-IEV DOI-17FEB17 IOI-72390485
PAX- BICYCLE/BIKE MR ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-0EC PS KBPIST S-O
DESCRIPTION-BICYCLE
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-5662410034040E1 (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-UAH 0
SERVICE REMARKS-BI
FARE F UAH 733 BR 27.1500000
EXCH VAL UAH 733 RFND VAL
TAX-
TOTAL UAH 733
/FC IEV PS IST733UAH733END
FP CASH
```

Last update: 01 MAR 2017

EMD sales cancellation (void)

The document could be voided within the actual day of EMD issuance.

— TRDC/L.....

EMD refund

This service is refundable.

— TRF5668280153003 /EMD

EMD exchange (reissue)

This EMD is non-exchangeable.

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any UIA operated flight	Flight rebooked to another date / flight nbr changes	Actual EMD is to be refunded. Service (new SSR element) is to be rebooked. New EMD is to be issued.
2		Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.	Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.
3		Passenger changes his mind and rebooks ticket in a lower class	Actual EMD is to be refunded. Service (new SSR element) is to be rebooked. New EMD is to be issued.
4		Passenger is rerouted voluntary	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.
5		Upgrade with money	Not applicable
6		Upgrade with points	Not applicable
7		Any involuntary flight cancellation. Passenger does not travel	Actual EMD is to be refunded.
8		Involuntary rerouting to another flight	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.

1.10. SPORTING FIREARMS (WEAP).

RFIC: C

RFISC: OED

LIST OF EMD SERVICES FOR AIRLINE: PS

CODE RFIC/SC BOOK TA ISS. DESCRIPTION

WEAP C/OED SSR YES SPORTING FIREARMS

Service description and purpose

Sporting firearms transportation on UIA flights.

Sporting/hunting guns set may include one rifle case containing, maximum:

- either 2 rifles, 5kg (10lb) of ammunition, 1 shooting mat, noise suppressor and small rifle tools
- or two shotguns and 2 shotgun cases;
- or one pistol case with maximum 5 pistols, 5kg (10 lb.) of ammunition, noise suppressors, 1 pistol telescope and small tools.

UIA will accept on board its flights – as checked baggage only in the aircraft hold – small arms (combat, sporting or hunting), as well as ammunition of class 1,4S (UN0012 or UN0014) that are not considered to be dangerous goods.

Explosive and incendiary projectiles (bullets and shells) are totally prohibited for carriage by air.

Ammunition with gross weight over 5kg (including the case) per passenger and firearms ammunition with calibre over 19,1mm shall only be accepted for carriage as cargo.

Transportation conditions

Prohibited for carriage as hand baggage.

All firearms are transported unloaded and dismantled (if possible), packed in appropriate carriage cases, boxes or special metal containers, equipped with secure locks, inside an aircraft holds, which are inaccessible to passengers and crew throughout the flight. Ammunition shall be carried separately from the firearms.

Firearms must be unloaded and with safety device engaged.

Maximum allowance for ammunition per passenger is 5kg (including package weight).

Detailed EMD flow

Initial PNR

```
--- TST RLR ---
RP/IEVPS0981/IEVPS0981          TM/RC  20FEB17/0951Z  4EGOBY
RF PAX
1.FIREARM/SPORTING MR
2  PS 033 J 01APR 6 KBPLWO HK1          1955 2100  *1A/E*
3 AP IEV +38 044 581 50 20 - IEV ET TEAM - A
4 TK OK20FEB/IEVPS0981
5 SSR OTHS PS TEST EMD ISSUANCE
6 /SSR WEAP PS HK1 GUN BERETTA PX4 STORM 0.6KG.WEAP AND AMMO
  MAX 5KG SEPARATELY PACKED ACCORDING TO STANDARD/S2
7 OPW-30MAR:1755/1C14/PS REQUIRES DOCUMENT ON OR BEFORE
  01APR:1755/E6
8 OPW-21FEB:1200/1C7/PS REQUIRES TICKET ON OR BEFORE
  22FEB:1200/S2
9 OPC-01APR:1755/1C16/PS CANCELLATION DUE TO NO DOCUMENT/E6
10 OPC-22FEB:1200/1C8/PS CANCELLATION DUE TO NO TICKET/S2
11 FE PAX NON END/NO REF/RBK USD10/S2
12 FP CASH
13 FV PAX PS/S2
```

Booking

SR entry is be used to specify SSR booking method

Ex. SR WEAP-GUN BERETTA PX4 STORM 0.6KG/S2/P1

PRICING

Ancillary Services are in the scope, automatic pricing is available and opened to T/As

- TSM-P automatic creation: FXG entry

```
FXG
PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (UAH)FARE      TAX          TOTAL
01 FIREARM/SPORTIN ADT
0ED WEAP  1 PS33  01APR UAH540          UAH540
```

Issuance

- EMD-A for WEAP is to be issued in connection with e-ticket document.
- EMD status at issuance time is "Open for use"

```
>TTP/TTM/RT
OK ETICKET/EMD
```

EMD display (EWD)

EMD-5668280153004	TYPE-A	SYS-1A	LOC-4EGOBY
INT-D	FCI-0 0	POI-IEV	DOI-20FEB17
PAX-	FIREARM/SPORTING MR		IOI-72390485
RFIC-C	BAGGAGE		ADT
REMARKS-			
CPN-1	RFISC-0ED PS KBPLWO S-O		
DESCRIPTION-SPORTING FIREARMS			
NON-INTERLINEABLE			
PRESENT TO-			
PRESENT AT-			
ICW-5662410034041E1	(A)		
EXCESS BAGGAGE-	1 N RATE PER UNIT-UAH	0	
SERVICE REMARKS-FA			
FARE F	UAH	540	
			BR 27.00000000
EXCH VAL	UAH	540	RFND VAL
TAX-			
TOTAL	UAH	540	
/FC IEV PS LW0540UAH540END			
FP CASH			
FOID-			
NON-ENDORSABLE			

EMD sales cancellation (void)

The document could be voided within the actual day of EMD issuance.

_ TRDC/L.....

EMD refund

This service is refundable.

_ TRF5668280153003 /EMD

EMD exchange (reissue)

This EMD is non-exchangeable.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any UIA operated flight	Flight rebooked to another date / flight nbr changes	Service (new SSR element) is to be rebooked. Actual EMD is to be refunded. New EMD is to be issued.
2		Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.	Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.
3		Passenger changes his mind and rebooks ticket in a lower class	Service (new SSR element) is to be rebooked. Actual EMD is to be refunded. New

			EMD is to be issued.
4		Passenger is rerouted voluntary	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.
5		Upgrade with money	Not applicable
6		Upgrade with points	Not applicable
7		Any involuntary flight cancellation. Passenger does not travel	Actual EMD is to be refunded.
8		Involuntary rerouting to another flight	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.

1.11. BIG ANIMAL IN HOLD (AVHH) UP to 75KG/165 lb

RFIC: C

RFISC: OAO

Service description and purpose

Animal in hold on UIA flights.

- You can transport pets upon previous agreement with UIA. Only adult passengers may accompany pets.
- For detailed information about the free baggage allowance and excess baggage charges (including pets) please see UIA Baggage Allowance.
- Request this service in advance and get a 50% discount.
- Transportation of animals is subject to governmental regulations concerning import, export and transit of live animals. Passengers carrying animals must provide all necessary documents, such as: export, import or transit permits; health and vaccination certificates etc.
- UIA cannot be held responsible if your pet is refused entry into or transit through a country. Transportation is allowed provided the passenger assumes full responsibility.
- Pets must travel as cargo if:
the carriage of pets weighing over 32 kg / 70 lb (including the container) has not been approved by the carrier;
your cats / dogs + container weigh more than 75 kg / 165 lb.
- Transportation of pets (except for service animals) is always subject to payment of excess baggage charges in addition to free baggage allowance.

Conditions for acceptance.

Animal's transportation must be agreed in advance with UIA. The request SSR AVHH must be confirmed by UIA Reservation Department. Before confirming AVHH transportation, involving interline transportation the UIA Reservation Department shall ensure that all airlines concerned have specifically agreed to participate in this carriage.

Animals must be clean and healthy. Animal's containers shall be:

- large enough that the animal can stand upright, turn and lie down in a natural manner;
- clean, leak- escape- and claw-proof;
- fit for transportation and handling (feeding, watering, cleaning);
- well ventilated on at least three sides.

Hand-made containers cannot be accepted for pet transportation in the hold.

It is allowed to carry maximum **4** animals in the same container provided that:

- the total weight of container + animals does not exceed 75 kg (165 lb),
- the container is spacious enough for pets to stand upright, turn and lie down naturally.

As an animal owner, you must provide enough food and water for the duration of the flight.

Place your order at least **24 hours prior** to departure if you plan to transport pets + container of up to 32 kg, and **72 hours before departure** if your pets + container weigh 75 kg with the container.

UIA may refuse transportation of animal if above requirements are not met.

Detailed EMD flow

Initial PNR

```
--- TST RLR ---
RP/IEVU23852/IEVU23852          ZZ/SU  14JUL16/1529Z  YXAMSQ
IEVU23852/1113ZZ/14JUL16
  1.LAKTIONOVA/OLGA MS
  2  PS 801 E 10AUG 3 KBPAW HK1          0930 1000  *1A/E*
  3 AP IEV +38044 22 33 888 - AVIAUA - A
  4 TK TL14JUL/IEVU23852
  5 SSR OTHS 1A AUTO XX IF SSR TKNA/E/M/C NOT RCVD BY PS BY 1826
    /19JUL/IEV LT
  6 SSR OTHS 1A MOBILE AND EMAIL CONTACT USING SSR REQUIRED X
    PLS PROVIDE
  7 /SSR AVHH PS HK1 W-10KG D-65X45X30CM.1DOG IN 1BOX/S2
  8 SSR ADMD 1A KK1 TO PS BY 19JUL 1826 IEV TIME OR WILL BE XLD
```

Booking

SR entry is be used to specify ASVC booking method

>SR AVHH-W-10KG D-65X45X30CM.1DOG IN 1BOX/S2/P1

OR

>SR AVHH-W-20KG D-65X45X30CM.2DOGS IN 1BOX/S2/P1

SSR AVHH will include actual number of animals, dimensions and total weight.

Pricing

Ancillary Services are in the scope, automatic pricing is available and opened to T/As

- TSM-P automatic creation: FXG entry

- Mandatory fields ("Present At", "Present To", "International indicator", "In Connection With"...) to be received by PS Airline

FXG

OC	SRV	NP	PR	FLGT	DATE	(UAH) FARE	TAX	TOTAL
01	LAKTIONOVA/OLGA	ADT						
0A0	AVHH	1	PS801	10AUG		UAH4097		UAH4097

Issuance

- EMD-A for 0A0 is to be issued in connection with e-ticket document.

- EMD status at issuance time is "Open for use"

>TTP/TTM/RT
OK ETICKET/EMD

EMD display (EWD)

```
>ewd
EMD-5662615364572      TYPE-A                      SYS-1A  LOC-YXAMSQ
INT-I                   FCI-0  0                    POI-IEV      DOI-14JUL16      IOI-72323904
PAX- LAKTIONOVA/OLGA MS                                ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0A0  PS KBPAW  S-O
DESCRIPTION-PET IN HOLD BIG
PRESENT TO-
PRESENT AT-
ICW-5662261978354E1      (A)
SERVICE REMARKS-
FARE  F  UAH      4097
```

EMD sales cancellation (void)

The document could be voided within the actual day of EMD issuance.

_ TRDC/L.....

EMD refund

This service is refundable.

_ TRF5662615364572/EMD

EMD exchange (reissue)

This EMD is Exchangeable.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any UIA operated flight	Flight rebooked to another date / flight nbr changes	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. In case of refund new EMD is to be issued.
2		Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.	Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.

3		Passenger changes his mind and rebooks ticket in a lower class	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. In case of refund new EMD is to be issued.
4		Passenger is rerouted voluntary	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. All conditions have to be agreed with receiving carrier.
5		Upgrade with money	Not applicable
6		Upgrade with points	Not applicable
7		Any involuntary flight cancellation. Passenger does not travel	Actual EMD is to be refunded.
8		Involuntary rerouting to another flight	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.

Other specificities (if applicable)

1.12. PRE RESERVED SEAT

RFIC: A
RFISC: OB5

Service description and purpose.

Pre reserved on UIA flights.

Terms and conditions of seat selection

Paid seat selection is available on UIA's own flights for passengers with tickets issued under the PS code. Passengers can choose any of the available Economy Class seats according to the following terms and conditions.

Premium Economy and **Business Class** passengers can choose a seat for free from those available at the moment of the request in the correspondent service class.

NOTE: Seat selection has to be done separately for each flight segment.

Seat selection is done for a fee.

The cost of advance seat selection:

- in an emergency row on long-haul flights (to/from the USA, China, Thailand, and Sri Lanka) is equivalent to **25 USD**. The cost of selection of the other seats in Economy Class for the mentioned flights is equivalent to **10 USD** (except the seats in the first and second rows in Economy Class which are not available for selection at this stage);
- in an emergency row on the other UIA flights not listed above is equivalent to **10 USD**. The cost of selection of the other seats available in Economy Class for the mentioned flights is equivalent to **5 USD** (except the seats in the first and second rows in Economy Class which are not available for selection at this stage).

The cost of seat selection at the airport of departure:

- in an emergency row on long-haul flights (to/from the USA, China, Thailand, and Sri Lanka) is equivalent to **50 USD**;
- in an emergency and the first rows in Economy Class on the other UIA flights not listed above is equivalent to **20 USD**.

The cost of seat selection on board:

- in an emergency and the first rows in Economy Class on long-haul flights (to/from the USA, China, Thailand, and Sri Lanka) is equivalent to **55 EUR**;
- in an emergency and the first rows in Economy Class on the other UIA flights not listed above is equivalent to **20 EUR**.

NOTE: Before seat selection is paid by the passenger, UIA has the right to change the conditions and terms of seat selection (including the cost) at any time unilaterally, without prior notice to the passenger.

Seat selection is not available for deportees and persons under police escort or persons who accompany them, as well as for passengers who were denied entry to the country of destination.

Seat selection in the first row in Economy Class is not available for the following categories of passengers:

- passengers with children under 5 years of age, except for the UIA flights to/from the USA, China, Thailand, and Sri Lanka;
- passengers travelling with pets in the cabin;
- children under 16 years of age travelling unaccompanied by adults.

Conditions of seat selection **in an emergency row:**

- seats in an emergency row are located near the emergency exit;
- in exceptional cases, the passenger occupying a seat in an emergency row may be asked to assist in opening the emergency exit door. In this regard, such a **passenger has to meet the following criteria:** to be at least 16 years of age and in good physical shape, to be able to understand printed or verbal instructions in Ukrainian or English. The passenger must be able and willing to assist in case of evacuation. Passengers who have chosen the seats in an emergency row will be checked for compliance with the above-mentioned criteria.

For safety reasons, the seat selection in an emergency row is not available for the following categories of passengers:

- passengers with children under 16 years of age;
- children under 16 years of age travelling unaccompanied by adults;
- passengers who have purchased an extra seat, in particular, for carrying for hand baggage / musical instrument etc;
- passengers travelling with pets in the cabin;
- pregnant women;
- passengers whose physical parameters do not allow them to fit in one passenger seat on board the aircraft, to fasten a seat belt due to its insufficient length, or to lower the arm-rests of their seats.

NOTE: UIA has the right to determine a compliance of a passenger with the criteria which allow occupying a seat in an emergency row. If a passenger does not meet these criteria, he/she will be offered an alternative seat from among those available at the time of the proposal. In this case, the payment made by the passenger for seat selection in an emergency row is non-refundable.

If after the seat selection in an emergency row, the circumstances change in such a way that the passenger cannot occupy the chosen seat for security reasons the passenger should contact the UIA Contact Center not later than 48 hours before the scheduled departure time to receive a refund. Otherwise, the passenger will not be entitled to a refund.

How to select a seat

The passenger can select a seat while booking a ticket.

After completion of the booking and ticketing, the passenger can choose a seat in the following ways:

- via the UIA Contact Center, by filling in an application form on the UIA website or by contacting the UIA Contact Center via available communication channels: it is possible to se-

lect any seat in Economy Class available at the time of the request, except the seats in the first and second rows;

- via UIA ticket office at the airport of departure: it is possible to select any available seat in an emergency row and in the first row, except the first row on UIA long-haul flights;
- on board of the UIA aircraft, addressing the UIA flight attendants: it is possible to choose any seat available at the time of the request in an emergency row and the first row.

Seat selection is confirmed by a receipt issued to the passenger.

Seat selection fee may be refunded at the request of the passenger in the following cases:

- the passenger is not provided with the selected and paid seat through the fault of the UIA, including the cases when he/she was not provided with the same seat on an alternative flight as the one selected and paid for the flight that was cancelled, postponed, or delayed;
- if the passenger was denied a carriage through the fault of the UIA;
- if the passenger was denied a carriage due to his/her illness or an illness of the members of his/her family who are travelling with him/her, which prevents the passenger taking the flight or taking the selected seat, if a duly issued certificate from the healthcare institution is provided.

In other cases, the fee for the seat selection is not refunded, including the following cases:

- the passenger has selected a seat that cannot be granted in accordance with these terms and conditions, including for safety reasons;
- the passenger refused from the selected seat, not through the fault of the UIA;
- the passenger has not taken the trip for reasons beyond the control of the UIA, except for the cases indicated above;
- the passenger was refused a transportation, not through the fault of the UIA, including the cases provided in **UIA Passenger and Baggage Carriage RULES**.
- the passenger did not appear for the registration or boarding the aircraft through his/her fault.

Refund rules and procedures:

- Refunds are granted at the place of payment of seat selection in the UIA ticket office, via the UIA Contact Center or at UIA customer relations department in the currency of the payment, or in equivalent agreed with the passenger.
- If payment was made by electronic transfer of funds (a bank card), the funds are returned to the card from which payment was made.
- Refunds are made on the basis of **a receipt** and identity documents.
- Refunds are made to the person specified in **the receipt**, or to the account from which the payment was made. If there is no information about the payer, the refund is granted to the passenger.
- Refunds are granted within 7 days after the passenger's application (presenting the correspondent documents to the ticket office at the place of seat selection, receiving the passenger's application for a refund by the UIA). In case of impossibility to return money in the specified period, the refund is paid at other term as agreed with the passenger.
- UIA has the right to refuse the refund if the passenger applies for it in more than 1 year after the date of the respective receipt was issued.

Detailed EMD flow

Initial PNR

```
--- TST RLR ---
RP/IEVPS0981/IEVPS0981          DR/SU  10APR17/0827Z  64YKL2
1.PRERESERVED/SEAT MR
2  PS 057 Y 02MAY 2 KBPODS HK1          0950 1050  *1A/E*
3 AP IEV +38 044 581 50 20 - IEV ET TEAM - A
4 TK OK10APR/IEVPS0981
5 /SSR RQST PS HK1 KBPODS/12AN,P1/S2  SEE RTSTR
6 OPW-27APR:0950/1C14/PS REQUIRES DOCUMENT ON OR BEFORE
  30APR:0950/E5
7 OPW-14APR:1200/1C7/PS REQUIRES TICKET ON OR BEFORE
  15APR:1200/S2
8 OPC-30APR:0950/1C16/PS CANCELLATION DUE TO NO DOCUMENT/E5
9 OPC-15APR:1200/1C8/PS CANCELLATION DUE TO NO TICKET/S2
10 FE PAX NON END/REFRSTR/CHNG FOC/S2
11 FP CASH
12 FV PAX PS/S2
```

Booking

SM entry is be used to display the seat map, choose the seat and generate SSR seat request. The display seat map entry shows the layout of the aircraft cabin for a particular flight and class, This is used to facilitate advance seating requests.

>SM (enter)

then choose the seat by "click" in interactive seat map display and press **ADD SSR** button.

Pricing

Ancillary Services are in the scope, automatic pricing is available and opened to T/As

- TSM-P automatic creation: FXG entry

- Mandatory fields ("Present At", "Present To", "International indicator", "In Connection With"...) to be received by PS Airline

FXG

PASSENGER	PTC	-----						
OC	SRV	NP	PR	FLGT	DATE	(UAH) FARE	TAX	TOTAL
01	PRERESERVED/SEAT			ADT				
0B5	RQST	1	PS57		02MAY	UAH136		UAH136

Last update: 01 MAR 2017

Issuance

- EMD-A for 0B5 is to be issued in connection with e-ticket document.
- EMD status at issuance time is "Open for use"

```
>TTP/TTM/RT
OK ETICKET/EMD
```

EMD display (EWD)

```
EMD-5668280153015      TYPE-A          SYS-1A  LOC-64YKL2
INT-D          FCI-0  0          POI-IEV          DOI-10APR17          IOI-72390485
PAX- PRERESERVED/SEAT MR                                     ADT
RFIC-A  AIR TRANSPORTATION
REMARKS-
CPN-1  RFISC-0B5  PS KBPODS  S-O
DESCRIPTION-PRE RESERVED SEAT
NON-REFUNDABLE
NON-EXCHANGEABLE
PRESENT TO-
PRESENT AT-
ICW-5662410034064E1          (A)
SERVICE REMARKS-
FARE  F  UAH          136
EXCH VAL UAH          136          RFND VAL          BR  27.05000000
TAX-
TOTAL          UAH          136
/FC IEV PS ODS136UAH136END
FP CASH
FOID
```

EMD sales cancellation (void)

The document could be voided within the actual day of EMD issuance.

— TRDC/L.....

EMD refund

This service is non-refundable (see exceptional refund rules & procedures in "Terms and conditions of seat selection").

EMD exchange (reissue)

This EMD is non-Exchangeable.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	Any UIA operated flight	Flight rebooked to another date / flight nbr changes	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. In case of refund new EMD is to be issued.
2		Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.	Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.
3		Passenger changes his mind and rebooks ticket in a lower class	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. In case of refund new EMD is to be issued.
4		Passenger is rerouted voluntary	Service (new SSR element) is to be rebooked. Actual EMD is to be exchanged or refunded. All conditions have to be agreed with receiving carrier.
5		Upgrade with money	Not applicable
6		Upgrade with points	Not applicable
7		Any involuntary flight cancellation. Passenger does not travel	Actual EMD is to be refunded.
8		Involuntary rerouting to another flight	Actual EMD is to be refunded. All conditions have to be agreed with receiving carrier.

Other specificities (if applicable)