	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

APPROVED BY

order of
JSC «Orenburg airlines»
as of ____ # _____

QUALITY MANAGEMENT SYSTEM


COMPANY STANDARD

INSTRUCTION FOR AGENTS ON COMBINED JOURNEY RAIL&FLY

JOINT STOCK COMPANY «ORENBURG AIRLINES»

COMPANY STANDARD 03/01/01/01-01-14


Edition 3		Revision 0
Revision date 08.08.2014		Page 1 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

List of effective pages

Chapter	No.	Page	Revision	Date
Front page	-	1	07.08.2014	07.08.13
Amendment record sheet	-	2	07.08.2014	07.08.13
List of effective pages	-	3	07.08.2014	07.08.13
Contents	-	4	07.08.2014	07.08.13
Terms and definitions	-	5	07.08.2014	07.08.13
General information	1	5-7	07.08.2014	07.08.13
Reservation of a combined journey	2	7-11	07.08.2014	07.08.13
Printing of Rail&Fly ticket	3	11-12	07.08.2014	07.08.13
Change of journey conditions/refund	4	13-14	07.08.2014	07.08.13
Important contacts	5	14-15	07.08.2014	07.08.13


Edition 3		Revision 0
Revision date 08.08.2014		Page 3 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

Contents

	Terms and definitions.....	5
1	General information.....	5
1.1	Reservation and ticketing of the combined journey.....	5
1.2	Rail&Fly ticket.....	5
1.3	Seat reservation in the train.....	6
1.4	Documents for railway journey.....	7
2	Reservation of combined journey.....	7
2.1	Reservation classes.....	7
2.2	Reservation procedure.....	8
2.3	Personal Pickup Number.....	8
2.3.1	Personal Pickup Number on the itinerary receipt.....	9
3	Printing Rail&Fly	11
3.1	Online printing of ticket at the website AccesRail.....	11
3.2	Printing of ticket using vending machine.....	12
3.3	Problems with vending machines.....	12
4	Change of journey conditions/refund.....	13
4.1	Change of journey conditions.....	13
4.2	Refund.....	14
5	Important contacts.....	14
5.1	For agents.....	14
5.2	For passengers.....	15
Annex 1	Reservation/refund/exchange in Sirena Travel and itinerary receipt.....	17
Annex 2	Reservation in Amadeus and itinerary receipt.....	32
Annex 3	Reservation in Galileo and itinerary receipts.....	43
Annex 4	Register for refund.....	49
Annex 5	DB transfer partners.....	50
Annex 6	Key Points	51
Annex 7	Step-by-step instruction on picking up Rail&Fly from DB vending machine.....	52

Edition 3		Revision 0
Revision date 08.08.2014		Page 4 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

Terms and definitions

Combined journey – an air journey operated by ORENAIR in combination with railway journey Deutsche Bahn booked at the air ticket agency.

DB is a network of the German railways Deutsche Bahn Vertrieb GmbH.

Rail&Fly – is a ticket for railway transportation by the DB trains within the framework of the project of combined air and railway journey. The passenger prints out his ticket either from the vending machine at the railway station or online at AccesRail website (www.accesrail.com/checkin).

9B is the code of the carrier in the rail segment for reservation. This is a two-digit code of AccesRail, the company which renders provider services to the network of German Railways DB.

QYG is a code of any railway station in Germany which is served by DB and the railway stations at Basel (Badischer Bahnhof) and Salzburg.

ZWY is a code of railway station in Belgium: Brussels-Midi, Liege-Guillemins.

Personal Pickup Number – is a number, which is generated when booking a combined journey in GDS. This number is necessary for further printing the Rail&Fly ticket out from the vending machine immediately before the railway journey.

Vending machine is a ticket machine where passengers may print out railway tickets.

1 General information

This instruction regulates the reservation and ticketing of combined air and railway journey operated jointly by ORENAIR (R2) and Deutsche Bahn (hereinafter referred to as DB). This instruction also includes basic requirements to the procedure of the journey condition changes (change of the journey date or refund for the whole journey or a segment).

1.1 Reservation and ticketing of the combined journey

The reservation of the combined journey is only available at the air ticket agencies/travel agencies and in such GDS as Sirena-Travel, Amadeus, Galileo and Sabre. The ticketing to/from such railway stations as Brussels-Midi and Liege-Guillemins is only possible in GDS Amadeus, Galileo and Sabre.

Journeys should be issued on ORENAIR's own stock, stock of TCH and BSP with 291 accounting code. The use of ORENAIR interline-partners' stock is prohibited.

NB: Passenger's ticket itinerary receipt issued after completion of the reservation and combined journey ticketing procedure does not give right to travel by railway. For this purpose he needs to print Rail&Fly ticket online at the website AccesRail (www.accesrail.com/checkin) or by using vending machines before the trip on the train. (Section 3 « Printing Rail&Fly»)


1.2 Rail&Fly ticket

Validity of reservation and Rail&Fly ticket

Rail&Fly tickets are valid on the day of arrival in Germany and the following day and the day of departure from Germany and the day before.

Rail &Fly ticket shall be printed out by the passenger not earlier than 72 hrs before departure.

Edition 3		Revision 0
Revision date 08.08.2014		Page 5 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

Rail&Fly ticket is valid for the railway journey by the Deutsche Bahn trains from/to German airport to/from any railway station in Germany as well as the railway stations in Basel (Badischer Bahnhof) and Salzburg and also railway stations in Belgium: Brussels-Midi and Liege-Guillemins.

Rail&Fly ticket is valid for trips by the following trains:

1. Product class ICE: ICE (Intercity-Express), ICE Sprinter (a separate supplement is payable).

2. Product class B: IC (Intercity), EC (Eurocity); night trains D-Nacht, EN and CNL (a separate supplement is payable).

3. Product class C: IRE (Interregio-Express), RE (Regional-Express), RB (Regionalbahn) and S-Bahn.

If German airport of departure has no direct connection to the DB railway network, passengers can use the Rail&Fly documents to travel to the nearest railway station. Rail&Fly ticket also grant passengers a right to use services provided by DB transfer partners (Annex 5).

The validity of reservation is defined by conditions of application of the appropriate tariff.

Rail&Fly ticket is not valid:

- on motorail trains (AutoZug), excursion, special charter or Thalys trains on national or international routes, or on international CNL, TGV and Railjet trains;
- on non-Federal railway lines and for trips to the sea;
- for journeys on routes inside a transport association (departure and destination stations are within the area of validity of a transport association tariff). However, the foregoing exclusion is not applied to the transfer routes defined in Annex 5 in connection with inbound journeys (into the transport association area) to the departure airport and outbound journeys (out of the transport association area) from the arrival airport.

The crossing of border between Germany and Belgium during the transportation to stations Brussels-Midi and Liege-Guillemins is only allowed for Rail&Fly on direct trains of ICE class originating from/terminating at Aachen station in Germany. In this case a change is allowed – if the schedule permits, the passenger can be transported to Aachen railway station by another DB train and then change from his train to the train of ICE class.

1.3 Seat reservation in the train

The reservation is made by a passenger via DB Travel Centers or at the DB website www.bahn.com in case of seat availability and for additional cost.

Seat reservation is mandatory for:

1. The City Night Line (CNL) trains. The price for the seat in a seated, sleeping or luxury car varies between 10 Euro* and 105 Euro*. The passenger can make a seat reservation for a CNL train and pay an extra charge in DB sales agencies or via DB website www.bahn.com


2. The ICE Sprinter trains. The amount of an extra charge is 11,50 Euro* in the 2nd class and 16,50 Euro* in the 1st class. The reservation fee is included in the extra charge. The payment can be made in DB sales agencies or via DB website www.bahn.com

Seat reservation is 4,5 Euro* per seat in any other train.

*amount of extra charge and reservation fee are effective on a date of release and can be changed without notification. Please check the changes at www.bahn.com

ORENAIR recommends passengers to make seat reservations in all types of trains.

Edition 3		Revision 0
Revision date 08.08.2014		Page 6 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

1.4 Documents for railway journey

The passenger should have the following documents for railway journey:

1. Printed ticket Rail&Fly (must be printed online at the website AccesRail (www.accesrail.com/checkin) or picked up from a vending machine for long-distance trains at the railway station or airport before the railway journey);
2. Itinerary receipt of e-ticket issued by the air ticket agency when combined journey is ticketed;
3. Identity Document (passport).

The Pickup Number without printed Rail&Fly does not grant right to travel by DB train.

2 Reservation of combined journey

2.1 Reservation classes

The air transportation of passengers is performed by the carrier R2. The railway journey from/to German airport to/from any railway station in Germany, railway stations in Basel (Badischer Bahnhof) and Salzburg and to railway stations in Belgium: Brussels-Midi and Liege-Guillemins is performed by the carrier 9B.

All railway stations of Germany as well as railway stations in Basel (Badischer Bahnhof) and Salzburg shall have the code QYG.

The railway stations of Belgium: Brussels-Midi and Liege-Guillemins shall have the code ZWY.

The reservation of R2 segments is to be made according to the applied fare rules. The code of the first class reservation for 9B segment is F; code of the second class reservation for 9B segment is Y. The combination of the reservation classes of R2 and 9B carriers is as follows:

9B	R2
F	C/W
Y	Y/B/H/L/V/N/S/E/Q

NB: For air transportation in business and economy-comfort class only the 1st class of railway transportation is ticketed.

2.2 Reservation procedure


The reservation procedure is described in the following annexes to this Instruction:

- Annex 1 - Reservation/refund/exchange in Sirena Travel and itinerary receipt (p.17-31);
- Annex 2 - Reservation in Amadeus and itinerary receipt (p.32-42);
- Annex 3 - Reservation in Galileo and itinerary receipt (p.43-48)

When booking R2/9B journey you should remember that 9B segments are not issued for infants under 2 years.

The railway segment for journey to German airport must be booked for the date of departure. In this case railway ticket will be valid on the date and before the date of departure from Germany. For railway travel from German airport to any railway station in Germany and also to Basel (Badischer Bahnhof) and Salzburg as well as to railway stations in Belgium: Brussels-Midi and Liege-Guillemins railway segment must be booked for the date of arrival to Germany. In this case railway ticket will be valid for travel on arrival date and the following day.

Edition 3		Revision 0
Revision date 08.08.2014		Page 7 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

The time of the railway journey in booking is hypothetical because QYG is a code of any railway station in Germany as well as the railway stations in Basel (Badischer Bahnhof) and Salzburg; ZWY is a code of railway stations in Belgium: Brussels-Midi and Liege-Guillemins. The passenger may find correct schedule of DB trains in DB Travel Centre, DB-licensed travel agency or at DB website: www.bahn.com (English) or www.bahn.de (Deutsch).

NB: When booking tickets for ORENAIR flights it is necessary to fill in passenger contact information according to the point 2.3.8 «General rules for carriage of passengers, baggage and cargo of JSC «Orenburg airlines» pursuant to which the Airline shall not be liable for any failure to inform the Passenger about changes in the schedule, airport of departure/arrival, flight cancellation or changes in any other flight characteristics in the following cases:

- the Passenger has failed to provide correct contact information (telephone number, e-mail and etc.) at the moment of booking,
- the Carrier was unable to contact Passenger due to the provided information after at least one try to call by given telephone numbers (addresses, etc.), including the case when Passenger provided incorrect contact information.

In these cases the Airline will not reimburse the Passenger for losses caused by such failure to inform.

2.3 Personal Pickup Number

The passenger needs personal Pickup Number for further picking up the Rail&Fly ticket from the vending machine for long-distance trains. The passenger should print his/her ticket before a railway journey.

If there are several railway segments (outbound and inbound) in the reservation, then each segment corresponds with one personal Pickup Number. It means that a passenger has to print two railway tickets Rail&Fly. However, it should be remembered that a railway ticket may be printed out not earlier than 72 hrs before departure.

If there are several passengers in the reservation, each passenger is given a personal Pickup Number. It means that a passenger may print his Rail&Fly ticket at any railway station of departure.

In case the system failed to generate a Pickup Number you should send a message to the e-mail address info@accessrail.com. In the letter you should describe a problem in detail. Attached screenshots are desirable. The language of correspondence should be English.

NB: It is necessary to inform passenger of his/her personal Pickup Number. It is recommended to specify a Pickup Number(s) on the itinerary receipt (Section 2.3.1). The passenger will be unable to print Rail&Fly ticket without a Pickup Number by using vending machines for long-distance trains.

2.3.1 Personal Pickup Number on the itinerary receipt

It is highly recommended that the Pickup Number shall be in the field «Endorsement» on the itinerary receipt. However, the Pickup Number is not transmitted automatically by the system and it is necessary to fill it in manually.


To insert information in the field «Endorsement» one should use the command FE in order to insert the text:

FE VALID ON R2/9B

To modify existing FE element it is necessary to use the command:

FE//PSPT 563342312

Edition 3		Revision 0
Revision date 08.08.2014		Page 8 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

Example from Amadeus:

```

19//TKT PICKUP NBR 150953433/448543780
>rt
--- TST AXR RLR ---
RP/MOWR227AD/MOWR227AD      OB/SU 24AUG12/1140Z  YZ89NT
MOWR227AD/0350OB/24AUG12
 1.SNIRNOV/ALEX Y MR
 2 R2 775 Y 15SEP 6 OMSDUS HK1 1205 1305 15SEP E R2/0DCLFC
 3 9B3093 Y 15SEP 6 DUSQYG HK1 1600 1700 15SEP E
 4 9B3106 Y 22SEP 6 QYGDUS HK1 0900 1000 22SEP E
 5 R2 776 Y 22SEP 6 DUSOMS HK1 1430 0130 23SEP E R2/0DCLFC
 6 AP MOW 99999 - AMADEUS RUSSIA HELPDESK - A
 7 TK XL26AUG/MOWR227AD
 8 SSR ADTK 1A R2-0775/22SEP12 BY 31AUG/1112Z OR CNL
 9 SSR ADTK 1A R2-0776/29SEP12 BY 31AUG/1112Z OR CNL
10 SSR OTHS 9B HK/ PSGR INFO TO PRINTOUT SEE
   WWW.BAHN.DE/RAILANDFLY
11 SSR OTHS 9B HK/ TICKETS CAN ONLY BE PRINTED 72 HOURS PRIOR
   TO EACH DEPARTURE
12 SSR FOID R2 HK1 PPS87654321
13 SSR FOID 9B HK1 PPS87654321
14 SSR ADTK 1A R2-0775/15SEP12 BY 31AUG/1136Z OR CNL
15 SSR ADTK 1A R2-0776/22SEP12 BY 31AUG/1136Z OR CNL
16 SSR MAAS 9B HK1 TKT PICKUP NBR 150953433 OBTAIN TICKET PRIOR
   BOARDING TRAIN FROM SELF SERVICE MACHINE/S3
17 SSR MAAS 9B HK1 TKT PICKUP NBR 448543780 OBTAIN TICKET PRIOR
   BOARDING TRAIN FROM SELF SERVICE MACHINE/S4
18 FHE PAX 291-6128996782
19 FE PAX *M*R2/9B ONLY TKT PICKUP NBR 150853433/448743780/S2-5
20 FM *M*0
21 FO 291-6128996782MOW24AUG12/00117165/291-61289967823E1
22 FP PAX O/INVOICE+/CASH/S2-5
23 FV PAX R2/S2-5
 * SP 24AUG/OBSU/MOWR227AD-YZ7VHP

```

Example of itinerary receipt with Pickup Number in the field «Endorsement»:

ELECTRONIC TICKET
PASSENGER ITINERARY RECEIPT


AMADEUS RUSSIA HELPDESK
MALY GOLOVIN 5
MOSCOW

DATE: 14 AUGUST 2014
AGENT: 0000
NAME: SNIRNOV/ALEX Y MR

IATA : 000 00000
TELEPHONE: 99999

ISSUING AIRLINE : ORENAIR
TICKET NUMBER : ETKT 291 6140635373
FORM OF IDENTIFICATION : PASSPORT PS87654321

Edition 3		Revision 0
Revision date 08.08.2014		Page 9 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

BOOKING REF : AMADEUS: YZ89NT, AIRLINE: R2/0DCLFC
FROM /TO FLIGHT CL DATE DEP FARE BASIS NVB NVA BAG ST

OMSK TSENTRALNY R2 775 Y 15SEP 1205 YEE12M 15SEP 20K OK
DUESSELDORF ARRIVAL TIME: 1305

DUESSELDORF 9B 3093 Y 15SEP 1600 YEE12M 15SEP 20K OK
FLIGHT OPERATED BY:DEUTSCHE BAHN AG
RAILWAY GERMA ARRIVAL TIME: 1700

RAILWAY GERMA 9B 3106 Y 22SEP 0900 YEE12M 15SEP 20K OK
FLIGHT OPERATED BY:DEUTSCHE BAHN AG
DUESSELDORF ARRIVAL TIME: 1000

DUESSELDORF R2 776 Y 22SEP 1430 YEE12M 15SEP 20K OK
OMSK TSENTRALNY ARRIVAL TIME: 0130

AT CHECK-IN, PLEASE SHOW A PICTURE IDENTIFICATION AND THE DOCUMENT YOU GAVE FOR REFERENCE AT RESERVATION TIME

BAGGAGE POLICY - FOR TRAVEL TO/FROM, WITHIN THE US, PLEASE VISIT:
[HTTPS://BAGS.AMADEUS.COM?R=YZ89NT&N=SNIRNOV](https://bags.amadeus.com?R=YZ89NT&N=SNIRNOV)

ENDORSEMENTS : R2/9B ONLY TKT PICKUP NBR 150853433/448743780

PAYMENT : CASH

FARE CALCULATION : OMS R2 X/DUS 9B QYG567.95 9B X/DUS R2
OMS567.95NUC1135.90END ROE0.801126 PD
XT300OY676RA144DE

AIR FARE : EUR 910.00
TAX : RUB 3000CP PD 260ZZ PD 1120XT
TOTAL : RUB 3000

NOTICE


CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CARRIAGE, WHICH ARE HEREBY INCORPORATED BY REFERENCE. THESE CONDITIONS MAY BE OBTAINED FROM THE ISSUING CARRIER.

THE ITINERARY/RECEIPT CONSTITUTES THE 'PASSENGER TICKET' FOR THE PURPOSES OF ARTICLE 3 OF THE WARSAW CONVENTION, EXCEPT WHERE THE CARRIER DELIVERS TO THE PASSENGER ANOTHER DOCUMENT COMPLYING WITH THE REQUIREMENTS OF ARTICLE 3.

NOTICE

IF THE PASSENGER'S JOURNEY INVOLVES AN ULTIMATE DESTINATION OR STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE THE WARSAW CONVENTION MAY BE APPLICABLE AND THE CONVENTION GOVERNS AND IN MOST CASES LIMITS THE LIABILITY OF CARRIERS FOR DEATH OR PERSONAL INJURY AND IN RESPECT OF LOSS OF OR DAMAGE TO BAGGAGE. SEE ALSO NOTICES HEADED 'ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY' AND 'NOTICE OF LOSS OF OR DAMAGE TO BAGGAGE. SEE ALSO NOTICES HEADED 'ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY' AND 'NOTICE OF BAGGAGE LIABILITY LIMITATIONS'.

Edition 3		Revision 0
Revision date 08.08.2014		Page 10 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

3 Printing Rail&Fly

Due to the fact that the Rail&Fly ticket should be printed by passenger not earlier than 72 hrs before the travel, it's desirable to print it shortly before the journey by DB train so that any requests for changes can be still dealt with. This is connected with the fact that after the ticket is printed it gets status "FLOWN", which complicates any potential changes to the ticket.

For convenience of passengers there are two variants of printing Rail&Fly:

- Online at the website AccesRail www.accesrail.com/checkin
- Using vending machines for long-distance trains.

For return trip the passenger can choose another option of printing railway ticket that differs from the option used for inbound trip.

When passenger uses one of the proposed options of printing, the other variant automatically becomes unavailable.

NB: The ticket to Belgian stations may only be printed online at the website AccesRail www.accesrail.com/checkin, the printing of tickets by means of vending machines is unavailable.

3.1 Online printing of ticket at the website AccesRail

The railway ticket can be printed online by passenger using his/her own computer and cannot be printed in DB Travel Center. To print railway ticket online it's necessary to:

1. Go to the website www.accesrail.com/checkin;
2. Insert a name and number of itinerary receipt or booking number (PNR);
3. Choose a passenger;
4. Check the information;
5. Choose an option for receipt of online ticket: railway ticket will be sent to the passenger's e-mail address or will be opened in browser;
6. Print out the ticket.

If the passenger finds out incorrect data in the ticket, he/she shall contact air ticket/tourist agency which will contact AccesRail to solve this issue. All communications with AccesRail shall be in English. It's recommended to copy e-mail to AccesRail to ORENAIR e-mail agent@orenair.ru. The ticket cannot be reissued manually in DB Travel Center.

If the passenger loses his/her ticket printed online, he/she has to log in again at AccesRail website and print the railway ticket.

NB: Inform passengers about URL of AccesRail where they can print online ticket www.accesrail.com/checkin


3.2 Printing of ticket using vending machines

The Rail&Fly ticket should be picked up from the vending machine for long-distance trains. There are about 5600 vending machines, which can be found in the majority of main German railway stations as well as in the regional ones. The list of stations with vending machines for long-distance trains is available at www.bahn.de/iataagents

The Passenger should take the following steps to print the ticket:

- choose the language (German, English, Spanish or French);
- follow step by step from "All offers – Ticket collection" / "Gesamtes Angebot – Fahrkarte abholen" to "Rail&Fly";

Edition 3		Revision 0
Revision date 08.08.2014		Page 11 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

- it is necessary to enter a personal Pickup Number.

It is possible to print tickets for several passengers one by one, using different Pickup Numbers.

NB: In case the passenger has 2 Pickup Numbers – one for outbound and the other for inbound journey, such passenger should print a ticket for the inbound journey ONLY before his railway journey.

The detailed description of this process is shown in Annex 7.

3.3 Problems with vending machines

Difficulties with the use of vending machines

The passenger may get detailed description of each step choosing a button “Help”. The passenger may also ask local DB Travel Center staff for assistance. There are guides for use of vending machines for long-distance trains or DB service staff at many large stations.

There are no long-distance vending machines at the railway station of departure

If there are no vending machines at the departure station, the passenger should buy a ticket to the nearest station equipped with a vending machine, where he may print the Rail&Fly ticket and start his journey. A list of stations is available at the website: www.bahn.de/iataagents

Vending machine is out of order or vending machine is in order but the system cannot find a passenger’s Pickup Number

There are several vending machines at the majority of railway stations. The staff of the Service Center DB and Travel Centers DB may also help to solve the problem. If all vending machines at the station are out of order and there is no Travel Center DB or vending machine is in order but the system cannot find a passenger’s Pickup Number, the passenger should take the train and inform train attendant about the problem.

The train attendant will provide the passenger with payment receipt (“Fahrpreisnacherhebung”), which will serve as a substitute for a ticket, and specify the Pickup Number on that document.

After the flight, the passenger should immediately contact ticket agency/travel agent where the combined journey was originally booked to make a refund using payment receipt.

The refund procedure is described in Section 4.2.

4 Change of journey conditions/refund

4.1 Change of journey conditions


Air ticket is issued, Rail&Fly ticket is not printed

It is necessary to make relevant changes in air and railway segments and reissue the itinerary receipt. If a new Pickup Number was generated during ticket reissuance, it is necessary to inform passenger about it. The Rail&Fly will be printed online with new data. Any changes to the conditions are made according to fare rules and may imply penalties.

Air ticket is issued, Rail&Fly ticket is printed

If the Rail&Fly was initially printed by vending machine, it’s necessary to make relevant changes in flight segments, remove flight segments and reissue itinerary receipt. To make relevant changes in Rail&Fly, the passenger shall contact Travel Center DB, he/she shall have new itinerary receipt and originally printed Rail&Fly.

Edition 3		Revision 0
Revision date 08.08.2014		Page 12 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

If railway ticket was printed online, it is necessary to contact AccesRail to change status of railway segments. It's recommended to copy e-mail to AccesRail to ORENAIR e-mail agent@orenair.ru. After the change in status of railway segments the itinerary receipt can be reissued and the passenger can print railway ticket with new data online at the website AccesRail.

Any changes in conditions are made in accordance with the fare rules and may imply penalties.

Change in conditions of carriage ticketed in different systems:

1. If the air ticket is issued in GDS «Sirena-Travel» on the Airline Control Council of Settlement (ACCS)-TCH stock, the necessary changes can be done in any authorized agency or its subagent.
2. If the air ticket is issued in GDS «Sirena-Travel» on R2 stock, the passenger should apply to the authorized ORENAIR agency (with access to R2 session in GDS «Sirena-Travel»).
3. If the air ticket is issued in GDSs: Amadeus, Galileo, Sabre on the Airline Control Council of Settlement (ACCS)-TCH stock or BSP stock, the passenger should apply to the agency where a ticket was originally issued. In case it is not possible, the passenger should apply to the authorized ORENAIR agency, which will communicate with ORENAIR operators and issue MCO for an amount of charges/penalties, as well as if there are no seats of the relevant fare on the re-issuance date, MCO for an amount of upgrade. In case the passenger applies to the authorized agency other than the agency where a ticket was originally issued, the Deutsche Bahn railway journey will not be valid. The refund for Deutsche Bahn segment is not possible.
4. The air tickets can be refunded in the agency where they were originally issued.

4.2 Refund

Voluntary refund

The refund for wholly or partially used **air carriage** is received according to the rules of the used fare. The penalties may be charged.

The refund for wholly or partially used **railway journey** is done according to the rules of the used fare. The penalties may be charged.

Refund for railway journey in cases, described in Subsection 3.3

In case all vending machines at the station are out of order or it is not possible to print Rail&Fly ticket (system cannot find relevant Pickup Number), ORENAIR will refund additionally paid fare by payment receipt ("Fahrpreisnacherhebung"). The passenger has to apply to the agency which initially booked combined journey with the following documents:

- original payment receipt ("Fahrpreisnacherhebung");
- itinerary receipt of air ticket;

The agent should forward scanned copies of documents mentioned above and also the following:

- reservation number and fare calculation;
- completed register from Annex 4


to the e-mail a.samohina@orenair.ru

If agent works in BSP, it's necessary to fill in Refund Application, attach scanned documents mentioned above and indicate the Pickup Number.

The original documents and completed registry from Annex 4 must be forwarded to the following address: Accounting Revenue Department, JSC «ORENAIR», Airport, Orenburg district, Orenburg region, Russian Federation, 460049.

NB: Agent may refund the relevant sums only after ORENAIR's approval.

Edition 3		Revision 0
Revision date 08.08.2014		Page 13 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

The refund only for railway segment is not possible.

5 Important contacts

5.1 For agents

1. ORENAIR contacts

-general questions about combined journeys

tel.: +7 3532 676-507

e-mail: agent@orenair.ru

-questions about reservation

tel.: +7 3532 541-344

e-mail: gds@orenair.ru

-questions about fares

tel.: +7 3532 676-734

e-mail: e.niklyaeva@aviaren.ru

-questions about refund

tel.: +7 3532 676-550

e-mail: a.samohina@orenair.ru

2. AccesRail contacts

- Pickup Number is not generated

e-mail: info@accesrail.com

tel: +001-514-733-4962

fax: +001-514-733-5541

(Communication in English)

3. Deutsche Bahn contacts

-general questions

tel.: +49 1805-10-11-11

5.2 For passengers

ORENAIR contacts:

8 800-700-00-56 (calls within Russia are free)

+7 3532 67-66-44 (international calls are charged according to the fares of local providers)

www.orenair.ru

In case of delay or train cancellation, the passenger may complete “Passenger Rights Form”/“Fahrgastrechte Formular” available in train, at the station or online at:

www.bahn.de/i/view/GBR/en/services/passenger_rights/passengers-rights-online-form.shtml and submit it directly to Service Center Fahrgastrechte, 60647 Frankfurt am Main, Deutschland.

Head of the Department of Organisation of Air Transportation Sales

Olga Biryukova

«__» _____ 2014

Edition 3		Revision 0
Revision date 08.08.2014		Page 14 of 60

Annex 1

Reservation/refund/exchange in Sirena Travel and itinerary receipt

The booking is created for 3 passengers (one adult, one child aged from 2 to 12 years and one infant (under 2 years of age).

NB: Direct agents using R2 stock have to make reservation in GDS in R2 session.

1. Display screen of seats available at the airline flight:

```

1 OMSXAI1905▶
OMS (P#) ХАЙ (ДЕ) 19МАЙ13 ВС#
1. P2 -785 C9 Э9 Ж9 Ц9 Л9 Н9 Я9 В9 OMSXAI 0430 0530 738 6:00 Э#
   E9 =
2. SU -1639 J7 C7 D7 I7 Z3 O3 Y7 B7 OMSXPM 0910 0930 320 9#
   M7 U7 P7 K7 H7 L7 Q7 T7 =
   E7 N7 X7 R7 G0 V0 =
3. SU -2342 J7 C7 D7 I7 Z5 O2 Y7 B7 ШРМХАЙ 1145 1240 320 8:30 Э#
   M7 U7 K7 H7 L7 Q7 T7 E0 =
   NO X0 R0 G0 V0 =
3. SU -1763 J7 C7 D7 I7 Z3 O3 Y7 B7 OMSXPM 0650 0710 320 9#
   M7 U7 P7 K7 H7 L7 Q7 T7 =
   E7 N7 X7 R7 G0 V0 =
3. SU -2342 J7 C7 D7 I7 Z5 O2 Y7 B7 ШРМХАЙ 1145 1240 320 10:50 Э#
   M7 U7 K7 H7 L7 Q7 T7 E0 =
   NO X0 R0 G0 V0 =

```

2. Book the required quantity of seats:

```

01E2▶
K475BB СТАТУС: НОВ, КМ!#
@9ОНТ P299ОНТ016 ОНТР14 P2 (P2009954, ОНТ, P#)#
1 P2-785 E 19МАЙ13 OMSXAI HC2 0430 0530 ОНТ Э#
ТЛ-0330/19МАЙ13/А (ПО ВРЕМЕНИ ОНТ)#
Т- 1 А 73532676507#

```

3. Display screen of seat availability for Deutsche Bahn journey from airport of arrival to any railway station in Germany OYG:

```

1 ХАЙQYG1905▶
ХАЙ (ДЕ) QYG (ДЕ) 19МАЙ13 ВС#
1. !9В -3500 F4 Y4 ХАЙQYG 1300 1400 ЖДТ 1:00 Э#
2. !9В -3501 F4 Y4 ХАЙQYG 1400 1500 ЖДТ 1:00 Э#
3. !9В -3502 F4 Y4 ХАЙQYG 1500 1600 ЖДТ 1:00 Э#
4. !9В -3503 F4 Y4 ХАЙQYG 1600 1700 ЖДТ 1:00 Э#
5. !9В -3504 F4 Y4 ХАЙQYG 1700 1800 ЖДТ 1:00 Э#
6. !9В -3505 F4 Y4 ХАЙQYG 1800 1900 ЖДТ 1:00 Э#
7. !9В -3506 F4 Y4 ХАЙQYG 1900 2000 ЖДТ 1:00 Э#
8. !9В -3507 F4 Y4 ХАЙQYG 2000 2100 ЖДТ 1:00 Э#
9. !9В -3508 F4 Y4 ХАЙQYG 2100 2200 ЖДТ 1:00 Э#
10. !9В -3509 F4 Y4 ХАЙQYG 2200 2300 ЖДТ 1:00 Э#

```

4. Book necessary quantity of seats. At all times it's necessary to check correspondence of booking classes of one carrier with booking classes of other carrier (Section 2.1)

```

01Y2▶
K475BB СТАТУС: НОВ, КМ!#
@9ОНТ P299ОНТ016 ОНТР14 P2 (P2009954, ОНТ, P#)#
1 P2-785 E 19МАЙ13 OMSXAI HC2 0430 0530 ОНТ Э#
2 9В-3500 Y 19МАЙ13 ХАЙQYG TT2 1300 1400 МУС Э#
ТЛ-1655/04ДЕК12/А (ПО ВРЕМЕНИ ОНТ)#
Т- 1 А 73532676507#

```

The time of railway travel is hypothetical. The passenger can learn schedule of DB trains in DB Travel Center in DB ticket offices or at the website: www.bahn.com.

5. Display screen of seats available for Deutsche Bahn journeys from any railway station in Germany OYG to airport of departure:

```

1 OYGХАЙ2605▶
OYG(ДЕ) ХАЙ(ДЕ) 26МАЙ13 ВС≡
1. *9В -3511 F4 Y4 QYГХАЙ 0400 0500 ЖДТ 1 00 Э≡
2. *9В -3512 F4 Y4 QYГХАЙ 0500 0600 ЖДТ 1 00 Э≡
3. *9В -3513 F4 Y4 QYГХАЙ 0600 0700 ЖДТ 1 00 Э≡
4. *9В -3514 F4 Y4 QYГХАЙ 0700 0800 ЖДТ 1 00 Э≡
5. *9В -3515 F4 Y4 QYГХАЙ 0800 0900 ЖДТ 1 00 Э≡
6. *9В -3516 F4 Y4 QYГХАЙ 0900 1000 ЖДТ 1 00 Э≡
7. *9В -3517 F4 Y4 QYГХАЙ 1000 1100 ЖДТ 1 00 Э≡
8. *9В -3518 F4 Y4 QYГХАЙ 1100 1200 ЖДТ 1 00 Э≡
9. *9В -3519 F4 Y4 QYГХАЙ 1200 1300 ЖДТ 1 00 Э≡
10. *9В -3520 F4 Y4 QYГХАЙ 1300 1400 ЖДТ 1 00 Э≡
11. *9В -3521 F4 Y4 QYГХАЙ 1400 1500 ЖДТ 1 00 Э≡
12. *9В -3522 F4 Y4 QYГХАЙ 1500 1600 ЖДТ 1 00 Э≡
13. *9В -3523 F4 Y4 QYГХАЙ 1600 1700 ЖДТ 1 00 Э≡
14. *9В -3524 F4 Y4 QYГХАЙ 1700 1800 ЖДТ 1 00 Э≡
15. *9В -3525 F4 Y4 QYГХАЙ 1800 1900 ЖДТ 1 00 Э≡
16. *9В -3526 F4 Y4 QYГХАЙ 1900 2000 ЖДТ 1 00 Э≡
17. *9В -3527 F4 Y4 QYГХАЙ 2000 2100 ЖДТ 1 00 Э≡
18. *9В -3528 F4 Y4 QYГХАЙ 2100 2200 ЖДТ 1 00 Э≡
≡
≡
≡
НАСТЬ

```

Note: The rail segment for journey to airport of Germany shall be booked for the same date as the departure. In this case railway ticket will be valid the day before the departure and on the day of departure from Germany. For journey from German airport to any railway station in Germany and also to Basel and Salzburg rail segment shall be booked at the date of arrival in Germany. In this case rail ticket will be valid for journey on day of arrival and the following day.

6. Book necessary quantity of seats. Booking classes of one carrier must correspond with booking classes of the other.

```

01Y2▶
K475BB СТАТУС: НОВ, КМ!≡
#9ОНТ P299ОНТ016 ОНТP14 P2 (P2009954, ОНТ, P#)≡
1 P2-785 E 19МАЙ13 ОМСХАЙ НС2 0430 0530 ОНТ Э≡
2 9В-3500 Y 19МАЙ13 ХАЙOYG ТТ2 1300 1400 МУС Э≡
3 9В-3511 Y 26МАЙ13 OYГХАЙ ТТ2 0400 0500 МУС Э≡
ТЛ-1655/04ДЕК12/А (ПО ВРЕМЕНИ ОНТ)≡
Т- 1 А 73532676507≡

```

7. Display seats available at the Airline's flight:

```

1 ХАЙОМС2605-P2▶
ХАЙ(ДЕ) ОМС(P#) 26МАЙ13 ВС≡
1. P2 -786 C9 Э9 Х9 Ц9 Л9 Н9 В9 Е9 ХАЙОМС 0700 1800 738 6:00 Э≡

```

8. Book necessary quantity of seats:


```

01E2▶
K475BB          СТАТУС:НОВ,КМ!≡
@90HT P299OHT016 OHTP14 P2 (P2009954,OHT,P*)≡
1 P2-785 E 19МАЙ13 ОМСХАЙ НС2 0430 0530 ОНГ Э≡
2 9В-3500 Y 19МАЙ13 ХАЙQYГ ТТ2 1300 1400 МУС Э≡
3 9В-3511 Y 26МАЙ13 QYГХАЙ ТТ2 0400 0500 МУС Э≡
4 P2-786 E 26МАЙ13 ХАЙОМС НС2 0700 1800 ОНГ Э≡
ТЛ-1655/04ДЕК12/А (ПО ВРЕМЕНИ ОНГ)≡
Т- 1 А 73532676507≡

```

9. Insert passenger data (adults). Passenger category AAT must be indicated

```

-TEST IVAN 121088+M/P*/ПСР965321569/150516*AAT▶
K475BB          СТАТУС:НОВ,КМ!≡
@90HT P299OHT016 OHTP14 P2 (P2009954,OHT,P*)≡
1 TEST/IVAN 12ОКТ88 (М) /15МАЙ16/ПСР/P*/965321569*AAT ≡
1 P2-785 E 19МАЙ13 ОМСХАЙ НС2 0430 0530 ОНГ Э≡
2 9В-3500 Y 19МАЙ13 ХАЙQYГ ТТ2 1300 1400 МУС Э≡
3 9В-3511 Y 26МАЙ13 QYГХАЙ ТТ2 0400 0500 МУС Э≡
4 P2-786 E 26МАЙ13 ХАЙОМС НС2 0700 1800 ОНГ Э≡
ТЛ-1655/04ДЕК12/А (ПО ВРЕМЕНИ ОНГ)≡
Т- 1 А 73532676507≡

```

10. Insert passenger data (child 2-12 years). Passenger category PБГ must be indicated.

```

-TEST MARK 150807+M/P*/ПСР965321569/151017*PБГ▶
K475BB          СТАТУС:НОВ≡
@90HT P299OHT016 OHTP14 P2 (P2009954,OHT,P*)≡
1 TEST/IVAN 12ОКТ88 (М) /15МАЙ16/ПСР/P*/965321569*AAT ≡
2 TEST/MARK 15АВГ07 (М) /15ОКТ17/ПСР/P*/965321569*PБГ (-1)≡
1 P2-785 E 19МАЙ13 ОМСХАЙ НС2 0430 0530 ОНГ Э≡
2 9В-3500 Y 19МАЙ13 ХАЙQYГ ТТ2 1300 1400 МУС Э≡
3 9В-3511 Y 26МАЙ13 QYГХАЙ ТТ2 0400 0500 МУС Э≡
4 P2-786 E 26МАЙ13 ХАЙОМС НС2 0700 1800 ОНГ Э≡
ТЛ-1655/04ДЕК12/А (ПО ВРЕМЕНИ ОНГ)≡
Т- 1 А 73532676507≡

```

11. Insert passenger data (child under 2 without seat). Passenger category PМГ must be indicated.

```

-TEST ANNA 151011+Ж/P*/ПСР965321569/151017*PМГ▶
K475BB          СТАТУС:НОВ≡
@90HT P299OHT016 OHTP14 P2 (P2009954,OHT,P*)≡
1 TEST/IVAN 12ОКТ88 (М) /15МАЙ16/ПСР/P*/965321569*AAT (+3)≡
2 TEST/MARK 15АВГ07 (М) /15ОКТ17/ПСР/P*/965321569*PБГ (-1)≡
3 TEST/ANNA 15ОКТ11 (Ж) /15ОКТ17/ПСР/P*/965321569*PМГ (-1)≡
1 P2-785 E 19МАЙ13 ОМСХАЙ НС2 0430 0530 ОНГ Э≡
2 9В-3500 Y 19МАЙ13 ХАЙQYГ ТТ2 1300 1400 МУС Э≡
3 9В-3511 Y 26МАЙ13 QYГХАЙ ТТ2 0400 0500 МУС Э≡
4 P2-786 E 26МАЙ13 ХАЙОМС НС2 0700 1800 ОНГ Э≡
ТЛ-1655/04ДЕК12/А (ПО ВРЕМЕНИ ОНГ)≡
Т- 1 А 73532676507≡
СО- 1 ИНФТ R2 ТТ1 ОМСХАЙ P2-785/19МАЙ13 TEST/ANNA 15ОКТ11- 1 ≡
      2 ИНФТ R2 ТТ1 ХАЙОМС P2-786/26МАЙ13 TEST/ANNA 15ОКТ11- 1 ≡

```

12. Contact information of passenger (telephone number) must be inserted.

```

9A# 3532676700▶
K475BB          СТАТУС:НОВ=
09ОНГ P299ОНГ016 ОНГР14 P2 (P2009954,ОНГ,РФ)=
 1 TEST/IVAN 12ОКТ88(М)/15МАЙ16/ПСП/РФ/965321569*ААТ (+3)=
 2 TEST/MARK 15АВГ07(М)/15ОКТ17/ПСП/РФ/965321569*РВТ (-1)=
 3 TEST/ANNA 15ОКТ11(Ж)/15ОКТ17/ПСП/РФ/965321569*РМТ (-1)=
1 P2-785   Е 19МАЙ13 ОМСХАЙ НС2 0430 0530 ОНГ Э=
2 9В-3500  У 19МАЙ13 ХАЙQУG ТТ2 1300 1400 МUC Э=
3 9В-3511  У 26МАЙ13 QУGХАЙ ТТ2 0400 0500 МUC Э=
4 P2-786   Е 26МАЙ13 ХАЙОМС НС2 0700 1800 ОНГ Э=
ТЛ-1655/04ДЕК12/А (ПО ВРЕМЕНИ ОНГ)=
Т- 1 А 73532676507=
  2 А 3532676700=
СО- 1 ИНФТ R2 ТТ1 ОМСХАЙ P2-785/19МАЙ13 TEST/ANNA 15ОКТ11- 1 =
     2 ИНФТ R2 ТТ1 ХАЙОМС P2-786/26МАЙ13 TEST/ANNA 15ОКТ11- 1 =

```

13. Save inserted data with command EO: statuses of flight segments are changed, Pickup number is generated for subsequent printing of tickets in vending machines on the territory of Germany.

```

EO▶
K475BB          СТАТУС: =
09ОНГ P299ОНГ016 ОНГР14 29НОЯ12 14:5В P2 (P2009954,ОНГ,РФ)=
 1 TEST/IVAN 12ОКТ88(М)/15МАЙ16/ПСП/РФ/965321569*ААТ (+3)=
 2 TEST/MARK 15АВГ07(М)/15ОКТ17/ПСП/РФ/965321569*РВТ (-1)=
 3 TEST/ANNA 15ОКТ11(Ж)/15ОКТ17/ПСП/РФ/965321569*РМТ (-1)=
1 P2-785   Е 19МАЙ13 ОМСХАЙ НК2 0430 0530 ОНГ Э=
2 9В-3500  У 19МАЙ13 ХАЙQУG НК2 1300 1400 МUC Э=
3 9В-3511  У 26МАЙ13 QУGХАЙ НК2 0400 0500 МUC Э=
4 P2-786   Е 26МАЙ13 ХАЙОМС НК2 0700 1800 ОНГ Э=
ТЛ-1655/04ДЕК12/А (ПО ВРЕМЕНИ ОНГ)=
Т- 1 А 73532676507=
  2 А 3532676700=
СО- 1 ИНФТ R2 НК1 ОМСХАЙ P2-785/19МАЙ13 TEST/ANNA 15ОКТ11- 1 =
     2 ИНФТ R2 НК1 ХАЙОМС P2-786/26МАЙ13 TEST/ANNA 15ОКТ11- 1 =
     3 СОПР 9В НК1 ХАЙQУG 9В-3500/19МАЙ13 ТKT PICKUP NBR 679907798 OBTAIN TICKET
     PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1 =
     4 СОПР 9В НК1 QУGХАЙ 9В-3511/26МАЙ13 ТKT PICKUP NBR 680140367 OBTAIN TICKET
     PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1 =
     5 СОПР 9В НК1 ХАЙQУG 9В-3500/19МАЙ13 ТKT PICKUP NBR 680211822 OBTAIN TICKET
     PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 2 =
     6 СОПР 9В НК1 QУGХАЙ 9В-3511/26МАЙ13 ТKT PICKUP NBR 680259625 OBTAIN TICKET
ЧАСТЬ

```

СОПР 9В НК1 ХАЙQУG 9В-3500/19МАЙ13 ТKT PICKUP NBR **679907798** OBTAIN TICKET PRIOR BOARDING TRAIN FROM SELF SRVICE MACHINE – 1, where **679907798** is Personal Pickup Number, the passenger must be notified about. It is to be indicated on itinerary receipt in the field «Endorsement»

Note: After the booking is complete, except Pickup Number there is a hyperlink to website AccesRail www.accesrail.com/checkin, where passenger can print his/her Rail&Fly online.

14. Automatically calculate PNR

```

TM▶
*К475ВВ БЛАНК БИЛЕТА ЭБМ ВНИМАНИЕ! ДО ПЕЧАТИ БИЛЕТА ОЦЕНКА НЕ ГАРАНТИРУЕТСЯ*
ОФОРМЛЕНИЕ БИЛЕТА ДО 01.10.2012 23:59:59 (ОНТ) - ТАЙМ-ЛИМИТ
ТАРИФЫ НАДБАВКИ СВОРЫ/ДОП ВСЕГО
001 ААТ 25515.00 0.00 1178.00 26693.00
001 РВТ 15310.00 0.00 1178.00 16488.00
000 РМТ 2555.00 0.00 0.00 2555.00
-----
ИТОГО 43380.00 0.00 2356.00 45736.00 РУБ
1. ААТ 01 ОМС/Р2/ХАЙ 315.00ЕВР 12757.50 (40.50/1.00) ESALE1M1 ТП:Р2.0091
2. 02 ХАЙ/9В/QYG (01) ESALE1M1 ТП:Р2.0091
3. 03 QYG/9В/ХАЙ 315.00ЕВР 12757.50 (40.50/1.00) ESALE1M1 ТП:Р2.0091
4. 04 ХАЙ/Р2/ОМС (03) ESALE1M1 ТП:Р2.0091
5. РВТ 01 ОМС/Р2/ХАЙ 7655.00 (40.50/1.00) ESALE1M1/CN40 ТП:Р2.0091
6. 02 ХАЙ/9В/QYG (01) ESALE1M1/CN40 ТП:Р2.0091
7. 03 QYG/9В/ХАЙ 7655.00 (40.50/1.00) ESALE1M1/CN40 ТП:Р2.0091
8. 04 ХАЙ/Р2/ОМС (03) ESALE1M1/CN40 ТП:Р2.0091
9. РМТ 01 ОМС/Р2/ХАЙ 31.50ЕВР 1277.50 (40.50/1.00) ESALE1M1/IN90 ТП:Р2.0091
10. 02 ХАЙ/9В/QYG (01) ESALE1M1/IN90 ТП:Р2.0091
11. 03 QYG/9В/ХАЙ 31.50ЕВР 1277.50 (40.50/1.00) ESALE1M1/IN90 ТП:Р2.0091
12. 04 ХАЙ/Р2/ОМС (03) ESALE1M1/IN90 ТП:Р2.0091
ОЦЕНКА ПРОШЛА УСПЕШНО. УТОЧНИТЕ НОМЕРА ПАССАЖИРОВ/СЕТМЕНТОВ
  
```

15. Insert Pickup Number in in the field “Endorsement” of ticket for **adult passenger and child aged from 2 to 12 years with individual seat.**

```

UCIППРОЧТКСТ679907798/680140367▶
К475ВВ СТАТУС:НЕ СОПР
99ОНТ Р299ОНТ016 ОНТР14 29НОЯ12 14:58 Р2 (Р2009954,ОНТ,РФ)
1 TEST/IVAN 12ОКТ88 (М)/15МАЙ16/ПСП/РФ/965321569*ААТ (+3)
2 TEST/MARK 15АВГ07 (М)/15ОКТ17/ПСП/РФ/965321569*РВТ (-1)
3 TEST/ANNA 15ОКТ11 (Ж)/15ОКТ17/ПСП/РФ/965321569*РМТ (-1)
1 Р2-785 В 19МАЙ13 ОМСХАЙ НК2 0430 0530 ОНТ
2 9В-3500 Y 19МАЙ13 ХАЙQYG НК2 1300 1400 МУС
3 9В-3511 Y 26МАЙ13 QYGХАЙ НК2 0400 0500 МУС
4 Р2-786 В 26МАЙ13 ХАЙОМС НК2 0700 1800 ОНТ
ТЛ-1655/04ДЕК12/А (ПО ВРЕМЕНИ ОНТ)
Т- 1 А 73532676507
2 А 3532676700
СО- 1 ИНФТ R2 НК1 ОМСХАЙ Р2-785/19МАЙ13 TEST/ANNA 15ОКТ11- 1
2 ИНФТ R2 НК1 ХАЙОМС Р2-786/26МАЙ13 TEST/ANNA 15ОКТ11- 1
3 СОПР 9В НК1 ХАЙQYG 9В-3500/19МАЙ13 ТКТ PICKUP NBR 679907798 ОБТАИН TICKET
PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1
4 СОПР 9В НК1 QYGХАЙ 9В-3511/26МАЙ13 ТКТ PICKUP NBR 680140367 ОБТАИН TICKET
PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1
5 СОПР 9В НК1 ХАЙQYG 9В-3500/19МАЙ13 ТКТ PICKUP NBR 680211822 ОБТАИН TICKET
PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 2
6 СОПР 9В НК1 QYGХАЙ 9В-3511/26МАЙ13 ТКТ PICKUP NBR 680259625 ОБТАИН TICKET
ЧАСТЬ
  
```

```

3С1П2ПРОЧТКСТ680211822/680259625▶
K475BB          СТАТУС:НЕ СОХР=
09ОНГ P299ОНГ016 ОНГР14 29НОЯ12 14:58 P2 (P2009954,ОНГ,РФ)=
 1 TEST/IVAN 12ОКТ88(М)/15МАЙ16/ПСП/РФ/965321569*ААТ (+3)=
 2 TEST/MARK 15АВГ07(М)/15ОКТ17/ПСП/РФ/965321569*РБТ (-1)=
 3 TEST/ANNA 15ОКТ11(Ж)/15ОКТ17/ПСП/РФ/965321569*РМТ (-1)=
1 P2-785   Е 19МАЙ13 ОМСХАЙ НК2 0430 0530 ОНГ 9=
2 9В-3500  Y 19МАЙ13 ХАЙQYG НК2 1300 1400 МUC 9=
3 9В-3511  Y 26МАЙ13 QYGХАЙ НК2 0400 0500 МUC 9=
4 P2-786   Е 26МАЙ13 ХАЙОМС НК2 0700 1800 ОНГ 9=
ПЛ-1655/04ДЕК12/А (ПО ВРЕМЕНИ ОНГ)=
Т- 1  А 73532676507=
  2  А 3532676700=
СО- 1 ИНФТ R2 НК1 ОМСХАЙ P2-785/19МАЙ13 TEST/ANNA 15ОСТ11- 1 =
  2 ИНФТ R2 НК1 ХАЙОМС P2-786/26МАЙ13 TEST/ANNA 15ОСТ11- 1 =
  3 СОПР 9В НК1 ХАЙQYG 9В-3500/19МАЙ13 TKT PICKUP NBR 679907798 OBTAIN TICKET
  PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1 =
  4 СОПР 9В НК1 QYGХАЙ 9В-3511/26МАЙ13 TKT PICKUP NBR 680140367 OBTAIN TICKET
  PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1 =
  5 СОПР 9В НК1 ХАЙQYG 9В-3500/19МАЙ13 TKT PICKUP NBR 680211822 OBTAIN TICKET
  PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 2 =
  6 СОПР 9В НК1 QYGХАЙ 9В-3511/26МАЙ13 TKT PICKUP NBR 680259625 OBTAIN TICKET
ЧАСТЬ

```

16. Print ticket for adult and child aged from 2 to 12 years of age with individual seat. Page down with F9 till ticket image will appear at the screen.

```

ПБ1,2▶
ВЫБРАНЫ БЛАНКИ: =
ТЕКУЩИЙ ТИП БИЛЕТА: ЭВМ ТЕКУЩИЙ ТИП МСО: 291М ТЕКУЩИЙ ТИП КВИТАНЦИИ: КНЕТ=
ЕСЛИ БЛАНКИ УСТАНОВЛЕНЫ ПРАВИЛЬНО, ВЫЗОВИТЕ ЛИСТАНИЕ ВПЕРЕД.=
ИЛИ СМЕНИТЕ БЛАНКИ СООТВЕТСТВУЮЩИМ ЗАПРОСОМ (С,СМ,СК) И ПРОДОЛЖИТЕ РАБОТУ=
ЛИСТАНИЕМ ВПЕРЕД.

```

F9

```

АВИАКОМПАНИЯ ПОДТВЕРДИЛА ОПЕРАЦИЮ ОФОРМЛЕНИЯ ЭЛЕКТРОННОГО БИЛЕТА.=
ВЫЗОВИТЕ ПЕЧАТЬ КВИТАНЦИИ ТЕХНОЛОГИЧЕСКОЙ КЛАВИШЕЙ <ВПЕРЕД>=
=
=

```

Ticket for adult passenger

```

ЧСТЬ ДАЛЬШЕ ВСТАВЬТЕ БЛАНК СЕРИЯ ЭВМ НОМЕР 2430039793
P2009954 ФАМИЛИЯ ПАССАЖИРА: TEST/IVAN MR=
PSP965321569=
ORENBURG RU          ОТПР/НАЗН/ARRIVAL/DEPRT:OMS/OMS=
091 2430039792      ДАННЫЕ БРОН./BOOKING DETAILS: K475VV 1H=
В ОБМЕН НА          КОД ТУРА=
ПЕРВОН. ВЕДАН/ORIGINALLY ISSUED: =
OMSK                (OMS)      R2 785   Е 19МАY 0430 ОК  E$ALE1M1          19АUG  20K
=
HANOVER             (HAJ)      9В 3500  Y 19МАY 1300 ОК  E$ALE1M1          19МАY  19АUG  20K
=
GERMAN RAIL (QYG)   9В 3511  Y 26МАY 0400 ОК  E$ALE1M1          25МАY  19АUG  20K
=
HANOVER             (HAJ)      R2 786   Е 26МАY 0700 ОК  E$ALE1M1          19АUG  20K
=
OMSK                (OMS)=
K2\9В ONLY/679907798/680140367 1EUR=
40.50RUB=
ФОРМА ОПЛАТЫ/FORM OF PAYMENT: CASH=
РАСЧЕТ ТАРИФА/FARE CALC: OMSOMSEUR630RUB25515 (1EUR=40.50RUB) HAJR2DEEUR6.47RUB=
#620YEUR7.50RUB304RAEUR15.09RUB612=
ТАРИФ/FARE: EUR630.00      RUB25515=
СБОР/CHARGE: RUB1178ХТ=
ОБЩАЯ СУММА/TOTAL SUM: RUB26693      ▶ЭВМ2430039792=

```

Ticket for child aged from 2 to 12 years of age

```

43181.00RUB СБОРЫ ПР=0.00RUB ВР=0.00RUB=NOV 12=
НЕ ЗАБУДЬТЕ ЗАВЕРШИТЬ ДИАЛОГ ИЛИ ПЕЧАТЬ КВИТАНЦИИ 307=
PSP965321569=
ORENBURG RU ОТПР/НАЗН/ARRIVAL/DEPRT: OMS/OMS=
891 2430039793 ДАННЫЕ БРОН./BOOKING DETAILS: K475VV 1H=
В ОБМЕН НА КОД ТУРА=
ПЕРВОИ. ВЕДАН/ORIGINALLY ISSUED: =
OMSK (OMS) R2 785 E 19MAY 0430 OK ESALE1M1/CN40 19AUG 20K
=
HANOVER (HAJ) 9B 3500 Y 19MAY 1300 OK ESALE1M1/CN40 19MAY 19AUG 20K
=
GERMAN RAIL (QYG) 9B 3511 Y 26MAY 0400 OK ESALE1M1/CN40 25MAY 19AUG 20K
=
HANOVER (HAJ) R2 786 E 26MAY 0700 OK ESALE1M1/CN40 19AUG 20K
=
OMSK (OMS)=
R2\9B ONLY/680211822/680259625 1EUR=
40.50RUB=
*ОРМА ОПЛАТЫ/FORM OF PAYMENT: CASH=
РАСЧЕТ ТАРИФА/FARE CALC: OMSOMSEUR378RUB15310 (1EUR=40.50RUB)HAJR2OYEUR7.50RUB=
304RAEUR15.09RUB612DEEUR6.47RUB262=
ТАРИФ/FARE: EUR378.00 RUB15310=
СБОР/CHARGE: RUB1178ХТ=
ОБЩАЯ СУММА/TOTAL SUM: RUB16488 ►BEM2430039793=

```

17. Shut down by command EO.

18. As children under 2 years of age are carried by rail free of charge without ticketing, ticket must be printed **only for the Airline's segment**.

In this example ПБЗ*1,4

```

ПБЗ*1,4►
ВЫБРАНЫ БЛАНКИ: =
ТЕКУЩИЙ ТИП БИЛЕТА: BEM ТЕКУЩИЙ ТИП МСО: 291M ТЕКУЩИЙ ТИП КВИТАНЦИИ: <НЕТ>=
ЕСЛИ БЛАНКИ УСТАНОВЛЕНЫ ПРАВИЛЬНО, ВЫЗОВИТЕ ЛИСТАНИЕ ВПЕРЕД =
ИЛИ СМЕНИТЕ БЛАНКИ СООТВЕТСТВУЮЩИМ ЗАПРОСОМ (CB, CM, CK) И ПРОДОЛЖИТЕ РАБОТУ=
ЛИСТАНИЕМ ВПЕРЕД.

```

F9

```

АВИАКОМПАНИЯ ПОДТВЕРДИЛА ОПЕРАЦИЮ ОФОРМЛЕНИЯ ЭЛЕКТРОННОГО БИЛЕТА. =
ВЫЗОВИТЕ ПЕЧАТЬ КВИТАНЦИИ ТЕХНОЛОГИЧЕСКОЙ КЛАВИШЕЙ <ВПЕРЕД>=
=
=

```

Ticket for infant:

```

P2 99ONG 0016 ДАТА/DATE: 29 NOV 12=
82009954 *ФАМИЛИЯ ПАССАЖИРА: TEST/ANNA MS INF15OCT11=
PSP965321569=
ORENBURG RU ОТПР/НАЗН/ARRIVAL/DEPRT: OMS/OMS=
891 2430039794 ДАННЫЕ БРОН./BOOKING DETAILS: K475VV 1H=
В ОБМЕН НА КОД ТУРА=
ПЕРВОИ. ВЕДАН/ORIGINALLY ISSUED: =
OMSK (OMS) R2 785 E 19MAY 0430 NS ESALE1M/IN90 19MAY 19MAY NO=
HANOVER (HAJ) R2 786 E 26MAY 0700 NS ESALE1M/IN90 26MAY 26MAY NO=
OMSK (OMS) =
=
REF-RECALC 1EUR=40.50RUB=
=
*ОРМА ОПЛАТЫ/FORM OF PAYMENT: CASH=
РАСЧЕТ ТАРИФА/FARE CALC: OMSHAJR2EUR27RUB1095 (1EUR=40.50RUB)HAJOMS2EUR27RUB=
1095=
ТАРИФ/FARE: EUR54.00 RUB2190=
СБОР/CHARGE: =
ОБЩАЯ СУММА/TOTAL SUM: RUB2190 ►BEM2430039794=
2190.00RUB СБОРЫ ПР=0.00RUB ВР=0.00RUB=
НЕ ЗАБУДЬТЕ ЗАВЕРШИТЬ ДИАЛОГ ИЛИ ПЕЧАТЬ КВИТАНЦИИ

```

19. Shut down by command E.



Quality Management System

Company Standard
03/01/01/01-14

Company Standard «Instruction for
Agents on Combined Journey Rail&Fly
JSC «Orenburg airlines»


```
P2 99ONG 0016          DATA/DATE: 29 NOV 12
P2009954  ФАМИЛИЯ ПАССАЖИРА: TEST/ANNA MS INF15OCT11
          PSP965321569
ORENBURG RU          ОТПР/НАЗН/ARRIVAL/DEPRT:OMS/OMS
E91 2430039794  ДАННЫЕ БРОН./BOOKING DETAILS: K475VY 1H
В ОБМЕН НА          КОД ТУРА
ПЕРВОН. ВЕДАН/ORIGINALLY ISSUED:
OMSK      (OMS)      R2 785  E 19MAY 0430  NS ESALE1M/IN90  19MAY  19MAY  NO
HANOVER   (HAJ)      R2 786  E 26MAY 0700  NS ESALE1M/IN90  26MAY  26MAY  NO
OMSK      (OMS)      =
=
=
REF-RECALC 1EUR=40.50RUB
=
ФОРМА ОПЛАТЫ/FORM OF PAYMENT: CASH
РАСЧЕТ ТАРИФА/FARE CALC: OMSHAJR2EUR27RUB1095 (1EUR=40.50RUB) HAJOMSR2EUR27RUB
1095
ТАРИФ/FARE: EUR54.00          RUB2190
СБОР/CHARGE: =
ОБЩАЯ СУММА/TOTAL SUM: RUB2190          ►БЕМ2430039794
E190.00RUB СБОРЫ ПР=0.00RUB БР=0.00RUB
НЕ ЗАБУДЬТЕ ЗАВЕРШИТЬ ДИАЛОГ ИЛИ ПЕЧАТЬ КВИТАНЦИИ ►
ОПЕРАЦИЯ ЗАВЕРШЕНА
```

Edition 3

Revision date
08.08.2014

Revision 0

Page 23 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»



**МАРШРУТ-КВИТАНЦИЯ ЭЛЕКТРОННОГО БИЛЕТА/
ELECTRONIC TICKET PASSENGER ITINERARY/RECEIPT**

ОАО "Оренбургские авиалинии" (ORENAIR), 460049 Россия, Оренбургская область, Оренбургский район, Аэропорт
 JSC "ORENAIR", Airport, Orenburg district, Orenburg region, Russia, 460049
 e-mail: intershop@orenair.ru
www.orenair.ru

ПЕРЕДАТОЧНАЯ НАДПИСЬ/ОГРАНИЧЕНИЯ ENDORSEMENTS/RESTRICTIONS COPY R2\9B ONLY/680211822/680259625 1EUR=40.50RUB			КОД ТУРА/TOUR CODE			ПУНКТ ОТПРАВЛЕНИЯ/ НАЗНАЧЕНИЯ/ ORIGIN/DESTINATION OMS/OMS			ДАТА И МЕСТО ВЫДАЧИ/ DATE AND PLACE OF ISSUE 99ONG 29 NOV 12 ОАО "ОРЕНБУРГСКИЕ А ORENBURG RU P2009954 0016		
ФАМИЛИЯ ПАССАЖИРА/NAME OF PASSENGER PSP965321569 TEST/MARK MR CHD15AUG07			ДОП. БИЛЕТЫ/ CONJUNCTION TICKETS			ДАННЫЕ БРОН /BOOK DETAILS K475VV 1H В ОБМЕН НА/IN EXCH. FOR					
МАРШРУТ ПЕРЕВОЗКИ/ TRANSPORTATION ROUTE	ПЕРЕ. ВОЗЧКИ/ CARRIER	РЕЙС/ FLIGHT	КЛ/ CLS	ДАТА/DATE	ВРЕМЯ ВЫЛЕТА/ TIME	СТАТУС/ВИД ТАРИФА/ STATUS/FARE BASIS	НЕДЕЙСТВ ДО / NOT VALID BEFORE	НЕДЕЙСТВ ПОСЛЕ / NOT VALID AFTER	БАГ КГ/ ALLOW		
ОТ/ FROM	OMSK (OMS)	R2	785	E	19MAY	0430	OK	ESALE1M1/CN40		19AUG	20K
ДО/ TO	HANOVER (HAJ)	9B	3500	Y	19MAY	1300	OK	ESALE1M1/CN40	19MAY	19AUG	20K
ДО/ TO	GERMAN RAIL (QYG)	9B	3511	Y	26MAY	0400	OK	ESALE1M1/CN40	25MAY	19AUG	20K
ДО/ TO	HANOVER (HAJ)	R2	786	E	26MAY	0700	OK	ESALE1M1/CN40		19AUG	20K
ДО/ TO	OMSK										
ТАРИФ/FARE		EUR378.00		РАСЧЕТ ТАРИФА/ FARE CALCULATION							
ЭКВ. В ВАЛЮТЕ ОП- ЛАТЫ/EQUIV.FARE PD.		RUB15310									
СБОР TAX/FEE/CHARGE		RUB1178XT									
СБОР TAX/FEE/CHARGE						ФОРМА ОПЛАТЫ/FORM OF PAYMENT					
ИТОГО/ TOTAL		RUB16488		НОМЕР БИЛЕТА/TICKET NUMBER							
				291 2430039793							

ВНИМАНИЕ: Время отправления в электронном билете указано местное. Время вылета чартерных рейсов уточняйте накануне вылета у туроператора.

ВАЖНАЯ ИНФОРМАЦИЯ: Для полета Вам необходим оригинал паспорта для пассажиров старше 14 лет, для детей - свидетельства о рождении.

Пассажир, опоздавший ко времени окончания регистрации, заканчивающейся за 40 минут до вылета, указанного в билете, к перевозке на данный рейс не допускается.

Вещи, находящиеся при пассажире (ручная кладь) весом до 5 кг входят в норму бесплатного провоза багажа соответствующего класса обслуживания и разрешены к перевозке в салоне ВС, если их габариты не превышают 45x35x15 см.

УВЕДОМЛЕНИЕ: К перевозке, имеющей пункт назначения или остановку не в стране отправления, может быть применима Варшавская конвенция. Варшавской конвенцией в большинстве случаев ограничивается ответственность перевозчика, и устанавливаются иные лимиты ответственности перевозчика за смерть или увечья пассажира и за утрату или повреждение багажа, чем на перевозку, которая по определению этой Конвенции не является "Международной перевозкой". Смотрите также "Извещение пассажира международного рейса об ограничении ответственности" и "Уведомление об ограничении ответственности за багаж".

УСЛОВИЯ ДОГОВОРА: Перевозка и другие предоставляемые перевозчиком услуги подчиняются правилам, утвержденным в установленном порядке авиакомпанией. Ознакомиться с этими правилами можно в любом офисе перевозчика или на сайте авиакомпании www.orenair.ru Все иные условия перевозки, не указанные в правилах перевозчика, регулируются в соответствии с законодательством РФ и подчиняются условиям и правилам перевозки, которые включены в данный электронный билет посредством ссылки на них, а также правилам применяемого тарифа, являющихся неотъемлемой частью договора. Более подробную информацию можно получить в офисах продажи ORENAIR (ОАО "Оренбургские авиалинии") или на сайте авиакомпании www.orenair.ru

**ДЛЯ ВАШЕГО УДОБСТВА РЕКОМЕНДУЕМ СОХРАНЯТЬ МАРШРУТ-КВИТАНЦИЮ И ПОСАДОЧНЫЙ ТАЛОН ДО
КОНЦА ПОЕЗДКИ**

ATTENTION: The departure time shown is local. You shall check up departure time for charter flights at your tour operator before the flight.

IMPORTANT INFORMATION: To fly, passengers need to present their original passports (or birth certificates for children).

Passengers reported late for check-in, which is completed 40 minutes before departure time shown on the itinerary/receipt will be denied boarding the flight.


Passengers may take some small articles of baggage into cabin (handbag etc.) which can be carried in the cabin within the limit of free baggage allowance without any Carrier's liability for these articles. Maximum weight of one article should not exceed 5 kg with maximum size of 45x35x15 cm. Only one article is allowed on board as cabin baggage.

NOTICE: If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw Convention may be applicable and the Convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage. See also notices headed "Advice to International Passengers on Limitation of Liability" and "Notice of Baggage Liability Limitations".

AGREEMENT PROVISIONS: Transportation and other services provided by the Carrier shall be regulated by the rules approved in accordance with the established procedure. You can receive information about these rules in any agency of the Carrier or on the web-site of the air-company www.orenair.ru All other terms of transportation not indicated in the general rules of carriage by air are regulated in accordance with the laws of the Russian Federation. More detailed information can be found in the sales agencies of ORENAIR (JSC "ORENAIR") or on the web-site of the air-company www.orenair.ru.

**TO SAVE TIME, WE RECOMMEND PRINTING THIS RECEIPT AND SAVE IT AND BOARDING PASSES TILL
THE END OF YOUR TRAVEL.**

Edition 3		Revision 0
Revision date 08.08.2014		Page 25 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

Ticket Refund

The refund procedure is as follows:

1. To screen PNR.
2. Make refund according to the rules of used fare.

If sum is automatically calculated at refund, the query АП is used.

If system fails to calculate the refunded sum automatically, query АИР is used. System displays mask of manual refund with the refunded/incurred fees/fares which are intended to use by the system.

3. Printing MCO and transaction completion E or EO.

If combined travel for passengers with children under 2years (for children tickets are issued only for air segments of the Airline), refund is made as follows:

1. To screen PNR.
2. Make test refund of ticket issued for infant under 2 years.

АП<НОМ_ПАСС></->.

In query only **segment(s) of the Airline** are indicated. In this example:

АП3*1,4/-.

3. Make refund of tickets for passengers older 2 years, when their tickets are issued for the combined travel (air and rail segments).

АП<НОМ_ПАСС>

4. Print MCO and complete transaction E or EO.

Air Ticket Exchange

The exchange procedure is as follows:

1. To screen PNR.
2. Insert necessary changes in flight and rail segments in booking.
3. Reissue ticket according to the rules of the used fare.

If sum is automatically calculated at exchange, the query ПО is used.

If system fails to calculate the sum for ticket exchange automatically, query ПОР is used. System displays mask of manual exchange with the refunded/incurred fees/fares which are intended to use by the system.

1. Printing MCO and transaction completion E or EO.

Ticket exchange for children under 2 years is made only by refund!

For example, ticket exchange in PNR for passengers with child under 2 years:

1. To display PNR.

***K2Φ39M>**

K2Φ39M СТАТУС:


01ТКП ТКП01ТКП02 ТКПΦ05 20НОЯ12 11:04 ТКП

ВЫ МОЖЕТЕ ИСПОЛЬЗОВАТЬ КОМАНДУ "ОТ" ДО 20.11.2012 23:59

1 TEST/TEST 01ΦEB78 (M) /PC /PΦ/1234567894*AAT (+2)

2 **TEST/TESTIK 01ΦEB12 (M) /PC /PΦ/1434567894*PMГ (-1)**

Edition 3		Revision 0
Revision date 08.08.2014		Page 27 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

3 TEST/TESTOL 01ФЕВ07(М)/ПС /РФ/1474567894*РБГ (-1)

1 P2-785 С 13ИЮН13 ОМСХАЙ НК2 1930 2030 ОНГ Э

2 9В-3509 Y 13ИЮН13 ХАЙQYG НК2 2200 2300 МУС Э

3 9В-3529 Y 19ИЮН13 QYGХАЙ НК2 2200 2300 МУС Э

4 P2-786 С 20ИЮН13 ХАЙОМС НК2 2145 0845 #1 ОНГ Э

T- 1 А 74952544782

СО- 1 ИНФТ R2 НК1 ОМСХАЙ P2-785/13ИЮН13 TEST/ТЕСТИК 01FEB12- 1

2 ИНФТ R2 НК1 ХАЙОМС P2-786/20ИЮН13 TEST/ТЕСТИК 01FEB12- 1

3 СОПР 9В НК1 ХАЙQYG 9В-3509/13ИЮН13 ТКТ PICKUP NBR 68394752 OBTAIN
TICKET

PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1

4 СОПР 9В НК1 QYGХАЙ 9В-3529/19ИЮН13 ТКТ PICKUP NBR 68641007 OBTAIN
TICKET

PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1

5 СОПР 9В НК1 ХАЙQYG 9В-3509/13ИЮН13 ТКТ PICKUP NBR 69714270 OBTAIN
TICKET

PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 3

6 СОПР 9В НК1 QYGХАЙ 9В-3529/19ИЮН13 ТКТ PICKUP NBR 69762073 OBTAIN
TICKET

PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 3

ЧАСТЬ

Edition 3		Revision 0
Revision date 08.08.2014		Page 28 of 60

*С>		
К2Ф39М		
МЕСТА-		
1. P2-785 С 13ИЮН13 ОМСХАЙ НК2 1930 2030 А/П=1630		
(REN2:0KD23C)		
1. TEST/TEST	2916143722390 K1	НК ЭБ ***
2. TEST/TESTIK	2916143722441 K1	НК ЭБ ***
3. TEST/TESTOL	2916143722481 K1	НК ЭБ ***
2. 9В-3509 Э 13ИЮН13 ХАЙQYG НК2 2200 2300 А/П=2050		
(YULCR:K2F39M)		
1. TEST/TEST	2916143722390 K2	НК ЭБ ***
2. TEST/TESTIK		НК ***
3. TEST/TESTOL	2916143722481 K2	НК ЭБ ***
3. 9В-3529 Э 19ИЮН13 QYGХАЙ НК2 2200 2300 А/П=2050		
(YULCR:K2F39M)		
1. TEST/TEST	2916143722390 K3	НК ЭБ ***
2. TEST/TESTIK		НК ***
3. TEST/TESTOL	2916143722481 K3	НК ЭБ ***
4. P2-786 С 20ИЮН13 ХАЙОМС НК2 2145 0845 А/П=1845		
(REN2:0KD23C)		
1. TEST/TEST	2916143722390 K4	НК ЭБ ***
ЧАСТЬ		


2. Make refund of ticket for child

АПР<ПАСС>*<СЕМ>/-

АПР2*1,4/->

3. Delete name of child in booking entry

К2Ф39М	СТАТУС:
01ТКП ТКП01ТКП02 ТКП05 20НОЯ12 11:04 ТКП	

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

ВЫ МОЖЕТЕ ИСПОЛЬЗОВАТЬ КОМАНДУ "ОТ" ДО 20.11.2012 23:59

1 TEST/TEST 01ФЕВ78(М)/ПС /РФ/1234567894*ААТ (+2)

2 TEST/TESTIK 01ФЕВ12(М)/ПС /РФ/1434567894*РМГ (-1)

3 TEST/TESTOL 01ФЕВ07(М)/ПС /РФ/1474567894*РБГ (-1)

1 P2-785 С 13ИЮН13 ОМСХАЙ НК2 1930 2030 ОНГ Э

2 9В-3509 Y 13ИЮН13 ХАЙQYG НК2 2200 2300 МУС Э

3 9В-3529 Y 19ИЮН13 QYGХАЙ НК2 2200 2300 МУС Э

4 P2-786 С 20ИЮН13 ХАЙОМС НК2 2145 0845 #1 ОНГ Э

T- 1 А 74952544782

СО- 1 ИНФТ R2 НК1 ОМСХАЙ P2-785/13ИЮН13 TEST/TESTIK 01FEB12- 1

2 ИНФТ R2 НК1 ХАЙОМС P2-786/20ИЮН13 TEST/TESTIK 01FEB12- 1

3 СОПР 9В НК1 ХАЙQYG 9В-3509/13ИЮН13 TKT PICKUP NBR 68394752 OBTAIN TICKET

PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1

4 СОПР 9В НК1 QYGХАЙ 9В-3529/19ИЮН13 TKT PICKUP NBR 68641007 OBTAIN TICKET

PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1

5 СОПР 9В НК1 ХАЙQYG 9В-3509/13ИЮН13 TKT PICKUP NBR 69714270 OBTAIN TICKET

PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 3

6 СОПР 9В НК1 QYGХАЙ 9В-3529/19ИЮН13 TKT PICKUP NBR 69762073 OBTAIN TICKET

PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 3

-<ПАСС>"

-2" >

K2Ф39М

СТАТУС:НЕ СОХР

01ТКП ТКП01ТКП02 ТКПФ05 20НОЯ12 11:04 ТКП

ВЫ МОЖЕТЕ ИСПОЛЬЗОВАТЬ КОМАНДУ "ОТ" ДО 20.11.2012 23:59

1 TEST/TEST 01ФЕВ78(М)/ПС /РФ/1234567894*ААТ

2 TEST/TESTOL 01ФЕВ07(М)/ПС /РФ/1474567894*РБГ (-1)

1 P2-785 С 13ИЮН13 ОМСХАЙ НК2 1930 2030 ОНГ Э

2 9В-3509 Y 13ИЮН13 ХАЙQYG НК2 2200 2300 МУС Э

3 9В-3529 Y 19ИЮН13 QYGХАЙ НК2 2200 2300 МУС Э

4 P2-786 С 20ИЮН13 ХАЙОМС НК2 2145 0845 #1 ОНГ Э

T- 1 А 74952544782

СО- 1 СОПР 9В НК1 ХАЙQYG 9В-3509/13ИЮН13 TKT PICKUP NBR 68394752 OBTAIN

Edition 3		Revision 0
Revision date 08.08.2014		Page 30 of 60

**Quality Management System****Company Standard
03/01/01/01-01-14****Company Standard «Instruction for
Agents on Combined Journey Rail&Fly
JSC «Orenburg airlines»**

TICKET
PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1
2 СОПР 9В НК1 QYGХАЙ 9В-3529/19ИЮН13 ТКТ PICKUP NBR 68641007 OBTAIN
TICKET
PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1
3 СОПР 9В НК1 ХАЙQYG 9В-3509/13ИЮН13 ТКТ PICKUP NBR 69714270 OBTAIN
TICKET
PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 2
4 СОПР 9В НК1 QYGХАЙ 9В-3529/19ИЮН13 ТКТ PICKUP NBR 69762073 OBTAIN
TICKET
PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 2
5 ПРОЧ 9В НК/ PSGR INFO TO PRINTOUT SEE WWW.BAHN.DE/RAILANDFLY
6 ПРОЧ 9В НК/ TICKETS CAN ONLY BE PRINTED

4. Reissue tickets for passengers according to the rules of used fare

СТАТУС:

01ТКП ТКП01ТКП02 ТКПФ05 20НОЯ12 11:04 ТКП
ВЫ МОЖЕТЕ ИСПОЛЬЗОВАТЬ КОМАНДУ "ОТ" ДО 20.11.2012 23:59
1 TEST/TEST 01ФЕВ78(М)/ПС /РФ/1234567894*ААТ
2 TEST/TESTOL 01ФЕВ07(М)/ПС /РФ/1474567894*РБГ (-1)
1 **P2-785 С 16ИЮН13 ОМСХАЙ НК2 0430 0530 ОНГ Э**
2 ----- П ----- ПРО -----
3 P2-785 С 13ИЮН13 ОМСХАЙ НК2 1930 2030 ОНГ Э
4 **9В-3509 Y 16ИЮН13 ХАЙQYG ТТ2 2200 2300 МУС Э**
5 ----- П ----- ПРО -----
6 9В-3509 Y 13ИЮН13 ХАЙQYG НК2 2200 2300 МУС Э
7 **9В-3515 Y 22ИЮН13 QYGХАЙ ТТ2 0800 0900 МУС Э**
8 ----- П ----- ПРО -----
9 9В-3529 Y 19ИЮН13 QYGХАЙ НК2 2200 2300 МУС Э
10 **P2-786 С 23ИЮН13 ХАЙОМС НС2 0700 1800 ОНГ Э**
11 ----- П ----- ПРО -----
12 P2-786 С 20ИЮН13 ХАЙОМС НК2 2145 0845 #1 ОНГ Э
ТЛ-1152/25НОЯ12/А (ПО ВРЕМЕНИ МОВ)

EO>

TEST/TESTIK MR

Edition 3

Revision date
08.08.2014

Revision 0

Page 31 of 60

**Quality Management System****Company Standard
03/01/01/01-01-14****Company Standard «Instruction for
Agents on Combined Journey Rail&Fly
JSC «Orenburg airlines»**

K2Ф39М СТАТУС:
01ТКП ТКП01ТКП02 ТКПФ05 20НОЯ12 11:04 ТКП
ВЫ МОЖЕТЕ ИСПОЛЬЗОВАТЬ КОМАНДУ "ОТ" ДО 20.11.2012 23:59
1 TEST/TEST 01ФЕВ78(М)/ПС /РФ/1234567894*ААТ
2 TEST/TESTOL 01ФЕВ07(М)/ПС /РФ/1474567894*РБГ (-1)
1 **P2-785 С 16ИЮН13 ОМСХАЙ НК2 0430 0530 ОНГ Э**
2 ----- П ----- ПРО -----
3 P2-785 С 13ИЮН13 ОМСХАЙ НК2 1930 2030 ОНГ Э
4 **9В-3509 Y 16ИЮН13 ХАЙQYG ТТ2 2200 2300 МУС Э**
5 ----- П ----- ПРО -----
6 9В-3509 Y 13ИЮН13 ХАЙQYG НК2 2200 2300 МУС Э
7 **9В-3515 Y 22ИЮН13 QYGХАЙ ТТ2 0800 0900 МУС Э**
8 ----- П ----- ПРО -----
9 9В-3529 Y 19ИЮН13 QYGХАЙ НК2 2200 2300 МУС Э
10 **P2-786 С 23ИЮН13 ХАЙОМС НС2 0700 1800 ОНГ Э**
11 ----- П ----- ПРО -----
12 P2-786 С 20ИЮН13 ХАЙОМС НК2 2145 0845 #1 ОНГ Э
ТЛ-1152/25НОЯ12/А (ПО ВРЕМЕНИ МОВ)
Т- 1 А 74952544782
СО- 1 СОПР 9В НК1 ХАЙQYG 9В-3509/13ИЮН13 ТКТ PICKUP NBR 68394752
OBTAIN TICKET
PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1

Delete segments of arrival:

X2,5,8,11
TEST/TESTIK MR
K2Ф39М СТАТУС:НЕ СОХР
01ТКП ТКП01ТКП02 ТКПФ05 20НОЯ12 11:04 ТКП
ВЫ МОЖЕТЕ ИСПОЛЬЗОВАТЬ КОМАНДУ "ОТ" ДО 20.11.2012 23:59
1 TEST/TEST 01ФЕВ78(М)/ПС /РФ/1234567894*ААТ
2 TEST/TESTOL 01ФЕВ07(М)/ПС /РФ/1474567894*РБГ (-1)
1 **P2-785 С 16ИЮН13 ОМСХАЙ НК2 0430 0530 ОНГ Э**
2 P2-785 С 13ИЮН13 ОМСХАЙ НК2 1930 2030 ОНГ Э
3 **9В-3509 Y 16ИЮН13 ХАЙQYG НК2 2200 2300 МУС Э**
4 9В-3509 Y 13ИЮН13 ХАЙQYG НК2 2200 2300 МУС Э
5 **9В-3515 Y 22ИЮН13 QYGХАЙ НК2 0800 0900 МУС Э**
6 9В-3529 Y 19ИЮН13 QYGХАЙ НК2 2200 2300 МУС Э
7 **P2-786 С 23ИЮН13 ХАЙОМС НК2 0700 1800 ОНГ Э**
8 P2-786 С 20ИЮН13 ХАЙОМС НК2 2145 0845 #1 ОНГ Э
ТЛ-1152/25НОЯ12/А (ПО ВРЕМЕНИ МОВ)
Т- 1 А 74952544782
СО- 1 СОПР 9В НК1 ХАЙQYG 9В-3509/13ИЮН13 ТКТ PICKUP NBR 68394752
OBTAIN TICKET
PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1
2 СОПР 9В НК1 QYGХАЙ 9В-3529/19ИЮН13 ТКТ PICKUP NBR 68641007
OBTAIN TICKET
PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 1
3 СОПР 9В НК1 ХАЙQYG 9В-3509/13ИЮН13 ТКТ PICKUP NBR 69714270
OBTAIN TICKET
PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE- 2
ЧАСТЬ

5. Print tickets indicating numbers of new segments:

ПО*1,3,5,7

Issue MCO and complete transaction:

E or EO


Edition 3		Revision 0
Revision date 08.08.2014		Page 32 of 60

*С>			
K2Ф39M			
МЕСТА-			
1.	P2-785 С 16ИЮН13 ОМСХАЙ НК2 0430 0530 А/П=0130		
	(REN2:OKD23C)		
1.	TEST/TEST	2916143726112 K1	НК ЭБ ***
2.	TEST/TESTOL	2916143726113 K1	НК ЭБ ***
2.	9B-3509 Э 16ИЮН13 ХАЙQYG НК2 2200 2300 А/П=2050		
	(YULCR:K2F39M)		
1.	TEST/TEST	2916143726112 K2	НК ЭБ ***
2.	TEST/TESTOL	2916143726113 K2	НК ЭБ ***
3.	9B-3515 Э 22ИЮН13 QYGHAY НК2 0800 0900 А/П=0650		
	(YULCR:K2F39M)		
1.	TEST/TEST	2916143726112 K3	НК ЭБ ***
2.	TEST/TESTOL	2916143726113 K3	НК ЭБ ***
4.	P2-786 С 23ИЮН13 ХАЙОМС НК2 0700 1800 А/П=0400		
	(REN2:OKD23C)		
1.	TEST/TEST	2916143726112 K4	НК ЭБ ***
2.	TEST/TESTOL	2916143726113 K4	НК ЭБ ***

6. Make additional booking for infant in PNR and issue ticket for flight segments of the Airline.

-TEST TESTIK 010212+M/1434567894*PMГ>


K2Ф39M	СТАТУС:HE СОХР
01ТКП ТКП01ТКП02 ТКПФ05 20НОЯ12 11:04 ТКП	
1	TEST/TEST 01ФЕВ78 (M)/ПС /РФ/1234567894*ААТ (+3)
2	TEST/TESTOL 01ФЕВ07 (M)/ПС /РФ/1474567894*РБГ (-1)
3	TEST/TESTIK 01ФЕВ12 (M)/ПС /РФ/1434567894*РМГ (-1)
1	P2-785 С 16ИЮН13 ОМСХАЙ НК2 0430 0530 ОНГ Э

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

2	9В-3509	У	16ИЮН13	ХАЙQYG	HK2	2200	2300	MUC	Э
3	9В-3515	У	22ИЮН13	QYГХАЙ	HK2	0800	0900	MUC	Э
4	Р2-786	С	23ИЮН13	ХАЙОМС	HK2	0700	1800	ОНГ	Э
Т- 1 А 74952544782									

7. Ticket for child is printed, flight segments of the Airline are indicated
ПБ3*1,4
8. Complete transaction.
Е or ЕО
9. If needed you can update information about tickets.
***С.**

Edition 3		Revision 0
Revision date 08.08.2014		Page 34 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

Annex 2

Reservation in Amadeus and itinerary receipt

The booking is created for 3 passengers (one adult, one child from 2 to 12 years of age and one infant (under 2 years)).

Due to the fact that 9B segments are not ticketed for child under 2 (INF), booking in Amadeus is possible in two ways:

- 1) save calculation for INF indicating only R2 segments;
- 2) if calculation for INF was saved for the whole route with 9B segments, calculation mask shall be modified by deleting of 9B segments. However, calculation mask will be manual.

1. Calculation for INF indicating segment numbers only for R2 segments:

```

--- TST RLR ---
RP/MOWR227AD/MOWR227AD          OB/SU  29NOV12/0637Z   Z4MULV
MOWR227AD/03500B/29NOV12

1. PETROV/IVANNMR (CHD/01FEB05)
2. PETROVA/ELENFMR (INF/ANNABMSS/20MAY12)
3  9B3108 Y 18MAY 6 QYGDUS HK2  1100 1200  18MAY  E

4  R2 776 E 18MAY 6 DUSOMS HK2  1430 0130  19MAY  E  R2/OKDWZ9
5  R2 775 E 31MAY 5 OMSDUS HK2  1145 1245  31MAY  E  R2/OKDWZ9
6  9B3092 Y 31MAY 5 DUSQYG HK2  1500 1600  31MAY  E
7 AP MOW 99999 - AMADEUS RUSSIA HELPDESK - A
8 TK TL29NOV/MOWR227AD
9 SSR INFT R2 HK1 PETROVA/ANNABMSS 20MAY12/S5/P2
10 SSR CHLD R2 HK1 01FEB05/P1
11 SSR INFT R2 HK1 PETROVA/ANNABMSS 20MAY12/S4/P2
12 SSR ADTK 1A R2-0776/18MAY13 BY 09DEC/0622Z OR CNL
13 SSR ADTK 1A R2-0775/31MAY13 BY 09DEC/0622Z OR CNL
14 SSR INFT 9B HN1 PETROVA/ANNABMSS 20MAY12/S3/P2
15 SSR CHLD 9B HK1 01FEB05/P1
16 SSR INFT 9B HN1 PETROVA/ANNABMSS 20MAY12/S6/P2
17 SSR MAAS 9B HK1 TKT PICKUP NBR 149884441 OBTAIN TICKET PRIOR
BOARDING TRAIN FROM SELF SERVICE MACHINE/S3/P2
18 SSR MAAS 9B HK1 TKT PICKUP NBR 150864892 OBTAIN TICKET PRIOR
BOARDING TRAIN FROM SELF SERVICE MACHINE/S6/P2
19 SSR MAAS 9B HK1 TKT PICKUP NBR 150712695 OBTAIN TICKET PRIOR
BOARDING TRAIN FROM SELF SERVICE MACHINE/S3/P1
20 SSR MAAS 9B HK1 TKT PICKUP NBR 151716234 OBTAIN TICKET PRIOR
BOARDING TRAIN FROM SELF SERVICE MACHINE/S6/P1
21 SSR OTHS 9B HK/ PSGR INFO TO PRINTOUT SEE


WWW.BAHN.DE/RAILANDFLY
22 SSR OTHS 9B HK/ TICKETS CAN ONLY BE PRINTED 72 HOURS PRIOR
TO EACH DEPARTURE

23 FE PAX R2/9B ONLY/S3-6/P1
24 FE PAX R2/9B ONLY/S3-6/P2
25 FE INF R2/9B ONLY/S3-6/P2

26 FM *M*0
27 FP CASH
28 FV PAX R2/S3-6/P1
29 FV PAX R2/S3-6/P2

```

Edition 3		Revision 0
Revision date 08.08.2014		Page 35 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

30 FV INF R2/S3-6/P2

where Pickup Number is formed as SSR-element: **SSR MAAS 9B HK1 TKT PICKUP NBR 149884441 OBTAIN TICKET PRIOR BOARDING TRAIN FROM SELF SERVICE MACHINE/S3/P2**

Note: After the booking is complete, except Pickup Number there is a hyperlink to website AccesRail www.accesrail.com/checkin where passenger can print his/her Rail&Fly online.

For example:

```

17 SSR MAAS 9B HK1 TKT PICKUP NBR 149884441 OBTAIN TICKET PRIOR
BOARDING TRAIN FROM SELF SERVICE MACHINE/S3/P2
18 SSR MAAS 9B HK1 TKT PICKUP NBR 150864892 OBTAIN TICKET PRIOR
BOARDING TRAIN FROM SELF SERVICE MACHINE/S6/P2
19 SSR MAAS 9B HK1 TKT PICKUP NBR 150712695 OBTAIN TICKET PRIOR
BOARDING TRAIN FROM SELF SERVICE MACHINE/S3/P1
20 SSR MAAS 9B HK1 TKT PICKUP NBR 151716234 OBTAIN TICKET PRIOR
BOARDING TRAIN FROM SELF SERVICE MACHINE/S6/P1
21 SSR OTHS 9B HK/ PSGR INFO TO PRINTOUT SEE

WWW.BAHN.DE/RAILANDFLY
22 SSR OTHS 9B HK/ TICKETS CAN ONLY BE PRINTED 72 HOURS PRIOR TO EACH
DEPARTURE OR VISIT WWW.ACESRAIL.COM/CHECKIN TO CHECK IN WITHIN
72 HOURS BEFORE TRAIN DEPARTURE

```

Calculation for passengers ADT/CHD and INF is done by two steps:

- calculation for ADT/CHD – calculation mask for all segments R2+9B is saved

```

>fxp/et/r,itkp,vc-r2/pax
FXP/ET/R,ITKP,VC-
R2/PAX

PASSENGER      PTC      NP  FARE<RUB>  TAX/FEE      PER PSGR
01 PETROV/IVANN*  CH        1    15310      1410          16720
02 PETROVA/ELENF* ADT        1    25515      1410          26925

                TOTALS      2    40825      2820          43645

1-2 LAST TKT DTE 09DEC12 - SEE ADV PURCHASE
1-2 3240 RUB PENALTY APPLIES

```

- calculation for INF with R2 segments:

```

>fxp/et/s4,5/r,itkp,vc-r2/inf
FXP/ET/S4,5/R,ITKP,VC-R2/INF

01 PETROVA/ANNAB*

```

Edition 3		Revision 0
Revision date 08.08.2014		Page 36 of 60

**Quality Management System****Company Standard
03/01/01/01-01-14****Company Standard «Instruction for
Agents on Combined Journey Rail&Fly
JSC «Orenburg airlines»**

LAST TKT DTE 09DEC12 - SEE ADV PURCHASE

AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG
DUS									
OMS	R2	776	E	E	18MAY 1430	ESALE1M/IN90		18JUN 0P	
DUS	R2	775	E	E	31MAY 1145	ESALE1M/IN90		18JUN 0P	

EUR 54.00 18MAY13DUS R2 OMS34.16R2 DUS34.16NUC68.32
RUB 2190 END ROE0.790327RUB 2190
RATE USED 1EUR=40.50000RUB

TICKET STOCK RESTRICTION

BG CXR: R2/R2

PRICED WITH VALIDATING CARRIER R2 - REPRICE IF DIFFERENT VC

View of calculation masks:

>tqt/t1

TST00001 MOWR227AD OB/29NOV I 0 LD 09DEC12 OD QYGQYG SI

T-

FXP/ET/R,ITKP,VC-R2/PAX

1. PETROV/IVANNMR(CHD/01FEB05)

1	QYG	9B	3108	Y	18MAY 1100	OK	ESALE1M	CH40	18JUN 20K
2	X	DUS	R2	776	E	18MAY 1430	OK	ESALE1M	CH40
3	O	OMS	R2	775	E	31MAY 1145	OK	ESALE1M	CH40
4	X	DUS	9B	3092	Y	31MAY 1500	OK	ESALE1M	CH40

QYG

FARE F EUR 378.00

EQUIV RUB 15310

TX001 X RUB 260ZZAD TX002 X RUB 304OYCB TX003 X RUB 684RAEB

TX004 X RUB 162DESE

TOTAL RUB 16720 BSR 40.50

GRAND TOTAL RUB 16720

QYG 9B X/DUS R2 OMS239.13R2 X/DUS 9B QYG239.13NUC478.26END

ROE0.790327

*R2 *

23.FE R2/9B ONLY

)>tqt/t2

TST00002 MOWR227AD OB/29NOV I 0 LD 09DEC12 OD QYGQYG SI

T-

FXP/ET/R,ITKP,VC-R2/PAX

2. PETROVA/ELENFMRS

1	QYG	9B	3108	Y	18MAY 1100	OK	ESALE1M	18JUN 20K
---	-----	----	------	---	------------	----	---------	-----------

Edition 3

Revision date
08.08.2014

Revision 0

Page 37 of 60

```

2 X DUS R2 776 E 18MAY 1430 OK ESALE1M 18JUN 20K
3 O OMS R2 775 E 31MAY 1145 OK ESALE1M 18JUN 20K
4 X DUS 9B 3092 Y 31MAY 1500 OK ESALE1M 18JUN 20K
QYG

FARE F EUR 630.00
EQUIV RUB 25515
TX001 X RUB 260ZZAD TX002 X RUB 304OYCB TX003 X RUB 684RAEB
TX004 X RUB 162DESE
TOTAL RUB 26925 BSR 40.50
GRAND TOTAL RUB 26925
QYG 9B X/DUS R2 OMS398.56R2 X/DUS 9B QYG398.56NUC797.12END
ROE0.790327

*R2 *

24.FE R2/9B ONLY

)>tqt/t3
TST00003 MOWR227AD OB/29NOV I 0 LD 09DEC12 OD DUSDUS SI
T-
FXP/ET/S4,5/R,ITKP,VC-R2/INF
2.PETROVA/ANNABMSS(INF)
1 DUS R2 776 E 18MAY 1430 NS ESALE1M IN90 18JUN 0PC
2 O OMS R2 775 E 31MAY 1145 NS ESALE1M IN90 18JUN 0PC
DUS

FARE F EUR 54.00
EQUIV RUB 2190
TOTAL RUB 2190 BSR 40.50
GRAND TOTAL RUB 2190
DUS R2 OMS34.16R2 DUS34.16NUC68.32END ROE0.790327

*R2 *

25.FE REF/ RECALC
28.FV R2
>

```

In this case all masks have an indicator of automatic calculation - I 0.

2. Calculation for INF without numbers of R2 segments with further modification of calculation mask.

Calculation is saved by one command:

```
>fxp/et/r,itkp
```

FXP/ET/R,ITKP

	PASSENGER	PTC	NP	FARE<RUB>	TAX/FEE	PER PSGR
01	PETROV/IVANN*	CH	1	15310	1410	16720
02	PETROVA/ELENF*	ADT	1	25515	1410	26925
03	PETROVA/ANNAB*	IN	1	2555	0	2555
TOTALS			3	43380	2820	46200

1-3 LAST TKT DTE 09DEC12 - SEE ADV PURCHASE
1-3 3240 RUB PENALTY
APPLIES

List of calculation masks:

>tqt

T	P/S	NAME	TOTAL	FOP	SEGMENTS
4	.2 I	PETROVA/ANNABMSS (INF)	RUB 2555	CASH	3-6
5	.2	PETROVA/ELENFMR	RUB 26925	CASH	3-6
6	.1	PETROV/IVANNMR	RUB 16720	CASH	3-
6					

DELETED TST RECORDS MAY EXIST - PLEASE USE TTH

View of calculation mask for INF:

>tqt/t4

TST00004 MOWR227AD OB/29NOV I 0 LD 09DEC12 OD QYGQYG SI
T-

FXP/ET/R,ITKP

2.PETROVA/ANNABMSS (INF)

1	QYG 9B 3108 Y 18MAY 1100	NS	ESALE1M	IN90	18JUN 0PC
2	X DUS R2 776 E 18MAY 1430	NS	ESALE1M	IN90	18JUN 0PC
3	O OMS R2 775 E 31MAY 1145	NS	ESALE1M	IN90	18JUN 0PC
4	X DUS 9B 3092 Y 31MAY 1500	NS	ESALE1M	IN90	18JUN 0PC

QYG

FARE	F EUR	63.00
EQUIV	RUB	2555

TOTAL RUB 2555 BSR 40.50
GRAND TOTAL RUB 2555
QYG 9B X/DUS R2 OMS39.85R2 X/DUS 9B QYG39.85NUC79.70END
ROE0.790327

23.FE R2/9B ONLY
26.FM *M*0

27.FP CASH
28.FV R2

Modification of mask:

```
>ttu/t4/s4,5

UPDATE - OK

>tqt/t4
TST00004      MOWR227AD OB/29NOV M 0 LD 09DEC12 OD DUSDUS SI

T-
EXP/ET/R,ITKP
  2.PETROVA/ANNABMSS(INF)
  1 X DUS R2  776 E 18MAY 1430  NS ESALE1M  IN90          18JUN 0PC
  2 O OMS R2  775 E 31MAY 1145  NS ESALE1M  IN90          18JUN 0PC
    DUS
FARE  F EUR          63.00

EQUIV  RUB          2555
TOTAL  RUB          2555      BSR 40.50
GRAND TOTAL RUB          2555

QYG 9B X/DUS R2 OMS39.85R2 X/DUS 9B QYG39.85NUC79.70END
ROE0.790327


25.FE R2/9B ONLY
26.FM *M*0
27.FP CASH
```

As it is seen from the copy of calculation mask, indicator of automatic calculation (I0) changed to manual mask indicator (M0).

Itinerary receipts

Hereafter examples of itinerary receipt for next reservation are given:

```
RP/MOWR227AD/MOWR227AD      OB/SU  3DEC12/0935Z  3ROOLX
MOW1A0980/0350OB/3DEC12
  1.PETROV/IVANNMR(CHD/01FEB05)
  2.PETROVA/ELENAFMRS(INF/ANNABMSS/20MAY12)
  3  9B3108 Y 18MAY 6 QYGDUS HK2  1100 1200  18MAY  E
  4  R2 776 E 18MAY 6 DUSOMS HK2  1430 0130  19MAY  E  R2/0KKBS3
  5  R2 775 E 31MAY 5 OMSDUS HK2  1145 1245  31MAY  E  R2/0KKBS3
  6  9B3092 Y 31MAY 5 DUSQYG HK2  1500 1600  31MAY  E
  7 AP MOW +7(495)797-9097 - AMADEUS RUSSIA HELP DESK - A
  8 TK OK03DEC/MOWR227AD
```


	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»


REFERENCE. THESE CONDITIONS MAY BE OBTAINED FROM THE ISSUING CARRIER.

THE ITINERARY/RECEIPT CONSTITUTES THE 'PASSENGER TICKET' FOR THE PURPOSES OF ARTICLE 3 OF THE WARSAW CONVENTION, EXCEPT WHERE THE CARRIER DELIVERS TO THE PASSENGER ANOTHER DOCUMENT COMPLYING WITH THE REQUIREMENTS OF ARTICLE 3.

NOTICE

IF THE PASSENGER'S JOURNEY INVOLVES AN ULTIMATE DESTINATION OR STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE THE WARSAW CONVENTION MAY BE APPLICABLE AND THE CONVENTION GOVERNS AND IN MOST CASES LIMITS THE LIABILITY OF CARRIERS FOR DEATH OR PERSONAL INJURY AND IN RESPECT OF LOSS OF OR DAMAGE TO BAGGAGE. SEE ALSO NOTICES HEADED 'ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY' AND 'NOTICE OF BAGGAGE LIABILITY LIMITATIONS'.

Edition 3		Revision 0
Revision date 08.08.2014		Page 42 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»


REFERENCE. THESE CONDITIONS MAY BE OBTAINED FROM THE ISSUING CARRIER.

THE ITINERARY/RECEIPT CONSTITUTES THE 'PASSENGER TICKET' FOR THE PURPOSES OF ARTICLE 3 OF THE WARSAW CONVENTION, EXCEPT WHERE THE CARRIER DELIVERS TO THE PASSENGER ANOTHER DOCUMENT COMPLYING WITH THE REQUIREMENTS OF ARTICLE 3.

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Edition 3		Revision 0
Revision date 08.08.2014		Page 44 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

Annex 3

Reservation in Galileo and itinerary receipt

TJCOVE/49 MOWNH E353496 AG 0117165 03DEC	
1.1GALILEO/ADTMR 2.1GALILEO/CHDMR*P-C08	
3.I/1GALILEO/INFMSTR*13MAY12	
1. 9B 3101 Y 18MAY QYGDUS HK2 0400 0500 S*	SA
OPERATED BY DEUTSCHE BAHN AG	
2. R2 776 E 18MAY DUSOMS HK2 1430 #0130 O*	E SA
3. R2 775 E 31MAY OMSDUS HK2 1145 1245 O*	E FR
4. 9B 3096 Y 31MAY DUSQYG HK2 1900 2000 S*	FR
OPERATED BY DEUTSCHE BAHN AG	
FONE-MOWB*7-495-7953003 TRAVELPORT	
2. MOWE*ELENA.GALITSKAYA//TRAVELPORT.COM	
TKTG-T*MOW 03DEC1251Z 49 AG	
VLOC-R2*0KK9PN/03DEC 0618	
2. CR*TJCOVE/03DEC 0118	
VENDOR REMARKS	
VRMK-VI/AR2 *ADTK1GR2-0776/18MAY13 BY 13DEC/1219Z OR CNL 0618Z 03DEC	
2. VI/AR2 *ADTK1GR2-0775/31MAY13 BY 13DEC/1219Z OR CNL 0618Z 03DEC	
3. VI/A9B *HK/ PSGR INFO TO PRINTOUT SEE WWW.BAHN.DE/RAILANDFLY 0618Z 03DEC	
4. VI/A9B *HK/ TICKETS CAN ONLY BE PRINTED 72 HOURS PRIOR TO EACH DEPARTURE 0618Z 03DEC	
** SPECIAL SERVICE REQUIREMENT **	
SEGMENT/PASSENGER RELATED	
S 1. 9B 3101 Y 18MAY QYGDUS	
P 1. GALILEO/ADTMR MAAS KK 1	TKT PICKUP NBR 430549595 OBTAIN TICKET PRIOR BOARDING TRAIN FROM SELF SERVICE - MACHINE
	TKNE HK 1 2916144180053C1
P 2. GALILEO/CHDMR MAAS KK 1	TKT PICKUP NBR 432881671 OBTAIN TICKET PRIOR BOARDING TRAIN FROM SELF SERVICE - MACHINE
	TKNE HK 1 2916144180075C1
P 3. GALILEO/ADTMR INFT PN 1	GALILEO/INFMSTR 13MAY12
	TKNE HK 1 2916144180078C1
S 2. R2 0776 E 18MAY DUSOMS	
P 1. GALILEO/ADTMR TKNE HK 1	2916144180053C2
P 2. GALILEO/CHDMR TKNE HK 1	2916144180075C2
P 3. GALILEO/ADTMR INFT KK 1	GALILEO/INFMSTR 13MAY12
	TKNE HK 1 2916144203090C1
S 3. R2 0775 E 31MAY OMSDUS	
P 1. GALILEO/ADTMR TKNE HK 1	2916144180053C3
P 2. GALILEO/CHDMR TKNE HK 1	2916144180075C3
P 3. GALILEO/ADTMR INFT KK 1	GALILEO/INFMSTR 13MAY12
	TKNE HK 1 2916144203090C2
S 4. 9B 3096 Y 31MAY DUSQYG	
P 1. GALILEO/ADTMR MAAS KK 1	TKT PICKUP NBR 431571232 OBTAIN TICKET PRIOR BOARDING TRAIN FROM SELF SERVICE - MACHINE
	TKNE HK 1 2916144180053C4

Edition 3		Revision 0
Revision date 08.08.2014		Page 46 of 60

**Quality Management System****Company Standard
03/01/01/01-01-14****Company Standard «Instruction for
Agents on Combined Journey Rail&Fly
JSC «Orenburg airlines»**

P 2. GALILEO/CHDMR MAAS KK 1 TKT PICKUP NBR 436679206 O-
BTAIN TICKET PRIOR BOARDIN-
G TRAIN FROM SELF SERVICE -
MACHINE
TKNE HK 1 2916144180075C4

P 3. GALILEO/ADTMR INFT PN 1 GALILEO/INFMSTR 13MAY12
TKNE HK 1 2916144180078C4

NO OSI EXISTS
** MANUAL SSR DATA **

1. SSRCHLD9B HK 1 /-1GALILEO/CHDMR
2. SSRCHLDR2 HK 1 /-1GALILEO/CHDMR
3. SSRFOID9B HK 1 /PPPS657847682-1GALILEO/ADTMR
4. SSRFOIDR2 HK 1 /PPPS657847682-1GALILEO/ADTMR
5. SSRFOID9B HK 1 /PPPS657847682-1GALILEO/CHDMR
6. SSRFOIDR2 HK 1 /PPPS657847682-1GALILEO/CHDMR
7. SSRFOID9B HK 1 /PPPS657847682-1GALILEO/INFMSTR
8. SSRFOIDR2 HK 1 /PPPS657847682-1GALILEO/INFMSTR

FQ1 - S2-3 AP 03DEC12 49/AG
>FQ/P3/S2-3/CR2 (команда для расчета на infant только сегментов R2)

P3 GALILEO/INFMSTR INF G E 2916144203090
DUS R2 OMS 34.16 R2 DUS 34.16 NUC68.32END ROE0.790327
FARE EUR54.00 EQU RUB2190 TOT RUB2190
***ADDITIONAL FEES MAY APPLY*SEE>FO1 ·

S2 FB-ESALE1M/IN90
BG-0PC NB-18MAY NA-18MAY

S3 FB-ESALE1M/IN90
BG-0PC NB-31MAY NA-31MAY

REF/ RECALC
LAST DATE TO PURCHASE TICKET: 13DEC12
T P03/S2-3/ET/FS/CR2

FQ2 - S1-4 AP 03DEC12 49/AG
>FQ/CR2/P1.2

P1 GALILEO/ADTMR ADT G 03DEC12 * RUB 26928
QYG 9B X/DUS R2 OMS 398.56 R2 X/DUS 9B QYG 398.56 NUC797.12END
ROE0.790327
FARE EUR630.00 EQU RUB25515 TAX 165DE TAX 304OY TAX 684RA
TAX 260ZZ TOT RUB26928
***ADDITIONAL FEES MAY APPLY*SEE>FO2 ·

S1 FB-ESALE1M
BG-20K NB-18MAY NA-18MAY

S2 FB-ESALE1M
BG-20K NB-18MAY NA-18MAY

S3 FB-ESALE1M
BG-20K NB-31MAY NA-31MAY

S4 FB-ESALE1M
BG-20K NB-31MAY NA-31MAY

R2/9B ONLY
LAST DATE TO PURCHASE TICKET: 13DEC12


P2 GALILEO/CHDMR C08 G 03DEC12 * RUB 16723
QYG 9B X/DUS R2 OMS 239.14 R2 X/DUS 9B QYG 239.14 NUC478.28END
ROE0.790327
FARE EUR378.00 EQU RUB15310 TAX 165DE TAX 304OY TAX 684RA
TAX 260ZZ TOT RUB16723

Edition 3

Revision date
08.08.2014

Revision 0

Page 47 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»


***ADDITIONAL FEES MAY APPLY*SEE>FO2 .

S1	FB-ESALE1M/CH40		
	BG-20K	NB-18MAY	NA-18MAY
S2	FB-ESALE1M/CH40		
	BG-20K	NB-18MAY	NA-18MAY
S3	FB-ESALE1M/CH40		
	BG-20K	NB-31MAY	NA-31MAY
S4	FB-ESALE1M/CH40		
	BG-20K	NB-31MAY	NA-31MAY

R2/9B ONLY
LAST DATE TO PURCHASE TICKET: 13DEC12
T P01-02/S1-4/ET/FS/CR2

NB: Pickup Number is inserted in calculation mask in the following format in field“Endorsement”: **TMU1EBPICKUP NBR 430549595*EB431571232**

Edition 3		Revision 0
Revision date 08.08.2014		Page 48 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

Itinerary receipts

THIS ETKT ITINERARY/RECEIPT MAY BE REQUIRED AT CHECK-IN AND MUST BE PRESENTED TO CUSTOMS AND IMMIGRATION IF REQUESTED

NAME: GALILEO/ADTMR

TCH 30DEC12 CCS-TCH:00117165 1G-

TJC0VE

TICKET NO. 291 6144206093 PLACE OF ISSUE: MOSCOW /RU

FCIG

ISSUED BY: ORENAIR AGENT

E35349

FARE	TAX	TAX	TOTAL	EQV FARE
------	-----	-----	-------	----------

PAID

EUR 630.00	165DE	1248XT	RUB 26928	RUB
------------	-------	--------	-----------	-----

25515

FORM OF PAYMENT: CASH

R2/9B ONLY/PSPT PICKUP 430549595/431571232

QYG 9B X/DUS R2 OMS 398.56 R2 X/DUS 9B QYG 398.56 NUC797.12END ROE0.7903
27 XT 3040Y684RA260ZZ

NOTICE

IF THE PASSENGERS JOURNEY INVOLVES AN ULTIMATE DESTINATION OR STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE THE WARSAW CONVENTION OR THE MONTREAL CONVENTION MAY BE APPLICABLE AND THESE CONVENTIONS GOVERN AND MAY LIMIT THE LIABILITY OF CARRIERS FOR DEATH OR BODILY INJURY AND IN RESPECT OF LOSS OF OR DAMAGE TO BAGGAGE. FURTHER INFORMATION MAY BE OBTAINED FROM THE CARRIER. SEE ALSO NOTICES HEADED ?ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY? AND ?NOTICE OF BAGGAGE LIABILITY LIMITATIONS?

CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CARRIAGE WHICH ARE HEREBY INCORPORATED BY REFERENCE. THESE CONDITIONS MAY BE OBTAINED FROM THE ISSUING CARRIER OR CARRIER INDICATED IN THE TICKET. FOR YOUR TRAVEL EXPENSE REPORT? PLEASE? KEEP BOARDING PASS AND DOCUMENT CONFIRMING PAYMENT FOR TRANSPORTATION.

9B 3101 18MAY RAILWAY-G/ QYG DUESSELDO/ DUS 0400 OK Y 20K 18MAY
18MAY


OPERATED BY DEUTSCHE BAHN AG

R2 776 18MAY DUESSELDO/ DUS OMSK/ OMS 1430 OK E 20K 18MAY
18MAY

R2 775 31MAY OMSK/ OMS DUESSELDO/ DUS 1145 OK E 20K 31MAY
31MAY

9B 3096 31MAY DUESSELDO/ DUS RAILWAY-G/ QYG 1900 OK Y 20K 31MAY
31MAY

Edition 3		Revision 0
Revision date 08.08.2014		Page 49 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

OPERATED BY DEUTSCHE BAHN AG

RLOC: 9B -TJ0VE R2 -0KK9PN

THIS ETKT ITINERARY/RECEIPT MAY BE REQUIRED AT CHECK-IN AND MUST BE PRESENTED TO CUSTOMS AND IMMIGRATION IF REQUESTED

NAME: GALILEO/CHDMR P-C08
TCH 30DEC12 CCS-TCH:00117165 1G-
TJC0VE
TICKET NO. 291 6144206119 PLACE OF ISSUE: MOSCOW /RU
FCIG
ISSUED BY: ORENAIR AGENT
E35349
FARE TAX TAX TOTAL EQV FARE
PAID
EUR 378.00 165DE 1248XT RUB 16723 RUB
15310
FORM OF PAYMENT: CASH

R2/9B ONLY/PSPT PICKUP 432881671/436679206

QYG 9B X/DUS R2 OMS 239.14 R2 X/DUS 9B QYG 239.14 NUC478.28END ROE0.7903
27 XT 3040Y684RA260ZZ


NOTICE

IF THE PASSENGERS JOURNEY INVOLVES AN ULTIMATE DESTINATION OR STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE THE WARSAW CONVENTION OR THE MONTREAL CONVENTION MAY BE APPLICABLE AND THESE CONVENTIONS GOVERN AND MAY LIMIT THE LIABILITY OF CARRIERS FOR DEATH OR BODILY INJURY AND IN RESPECT OF LOSS OF OR DAMAGE TO BAGGAGE. FURTHER INFORMATION MAY BE OBTAINED FROM THE CARRIER. SEE ALSO NOTICES HEADED ?ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY? AND ?NOTICE OF BAGGAGE LIABILITY LIMITATIONS?

CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CARRIAGE WHICH ARE HEREBY INCORPORATED BY REFERENCE. THESE CONDITIONS MAY BE OBTAINED FROM THE ISSUING CARRIER OR CARRIER INDICATED IN THE TICKET. FOR YOUR TRAVEL EXPENSE REPORT? PLEASE? KEEP BOARDING PASS AND DOCUMENT CONFIRMING PAYMENT FOR TRANSPORTATION.

9B 3101 18MAY RAILWAY-G/ QYG DUESSELDO/ DUS 0400 OK Y 20K 18MAY 18MAY

Edition 3		Revision 0
Revision date 08.08.2014		Page 50 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

OPERATED BY DEUTSCHE BAHN AG

R2 776 18MAY DUESSELDO/ DUS OMSK/ OMS 1430 OK E 20K 18MAY
18MAY

R2 775 31MAY OMSK/ OMS DUESSELDO/ DUS 1145 OK E 20K 31MAY
31MAY

9B 3096 31MAY DUESSELDO/ DUS RAILWAY-G/ QYG 1900 OK Y 20K 31MAY
31MAY

OPERATED BY DEUTSCHE BAHN AG

RLOC: 9B -TJ0VE R2 -0KK9PN

THIS ETKT ITINERARY/RECEIPT MAY BE REQUIRED AT CHECK-IN AND MUST BE
PRESENTED TO CUSTOMS AND IMMIGRATION IF REQUESTED


NAME: GALILEO/INFMSTR 13MAY12
TCH 30DEC12 CCS-TCH:00117165 1G-
TJC0VE
TICKET NO. 291 6144203090 PLACE OF ISSUE: MOSCOW /RU
FCIG
ISSUED BY: ORENAIR AGENT
E35349
FARE TOTAL EQV FARE
PAID
EUR 54.00 RUB 2190 RUB
2190
FORM OF PAYMENT: CASH
REF/ RECALC

DUS R2 OMS 34.16 R2 DUS 34.16 NUC68.32END ROE0.7903

NOTICE

IF THE PASSENGERS JOURNEY INVOLVES AN ULTIMATE DESTINATION OR STOP IN A
COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE THE WARSAW CONVENTION OR THE
MONTREAL CONVENTION MAY BE APPLICABLE AND THESE CONVENTIONS GOVERN AND
MAY LIMIT THE LIABILITY OF CARRIERS FOR DEATH OR BODILY INJURY AND IN
RESPECT OF LOSS OF OR DAMAGE TO BAGGAGE. FURTHER INFORMATION MAY BE
OBTAINED FROM THE CARRIER. SEE ALSO NOTICES HEADED ?ADVICE TO
INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY? AND ?NOTICE OF
BAGGAGE LIABILITY LIMITATIONS?
CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO
CONDITIONS OF CARRIAGE WHICH ARE HEREBY INCORPORATED BY REFERENCE. THESE

Edition 3		Revision 0
Revision date 08.08.2014		Page 51 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»


CONDITIONS MAY BE OBTAINED FROM THE ISSUING CARRIER OR CARRIER INDICATED IN THE TICKET. FOR YOUR TRAVEL EXPENSE REPORT? PLEASE? KEEP BOARDING PASS AND DOCUMENT CONFIRMING PAYMENT FOR TRANSPORTATION.

R2 776 18MAY DUESSELDO/ DUS OMSK/ OMS 1430 OK E 20K 18MAY
18MAY

R2 775 31MAY OMSK/ OMS DUESSELDO/ DUS 1145 OK E 20K 31MAY
31MAY

RLOC: 9B -TJ0VE R2 -0KK9PN

Edition 3		Revision 0
Revision date 08.08.2014		Page 52 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»


Annex 4

Register for refund

The register for refund of sums paid by passenger due to failure of vending machines and technical reasons connected with Pickup Number

No.	No. itinerary receipt	Pickup Number	Passenger last name	Passenger first name	Flight(s) No.	Date(s) of flight(s)
1.						

Edition 3		Revision 0
Revision date 08.08.2014		Page 53 of 60


	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

Annex 5

DB transfer partners

Airport	From/to railway station	Connection to flight	Transfer partners
Basel	Basel SBB	Bus line 50	SBB
Berlin-Tegel	Berlin Hbf	Bus TXL	Transport enterprises of Berlin
Berlin-Schönefeld	Berlin-Schönefeld Airport	Regionalexpress	
Bremen	Bremen Hbf	Tram line 6	Bremer Strassenbahn AG
Dortmund	Holzwickede	Airport-Shuttle	Airport Dortmund GmbH
Dresden	Dresden Airport	S-Bahn line S2	
Düsseldorf	Düsseldorf Airport (Skytrain inkl.)	Direct ICE/IC connection, Regionalexpress, S-bahn line S11	
Frankfurt/M.	Frankfurt/M. Airport	Direct ICE/IC connection, S-Bahn lines S8 and S9	
Hamburg	Hamburg Airport	S-Bahn line 1	
Hanover	Hanover Airport	S-Bahn line 5	
Cologne/Bonn	Köln/Bonn Airport	Direct ICE/IC connection, Regionalexpress, S-Bahn line 13, SB (=express bus) 60	
Leipzig/Halle	Leipzig/Halle Airport	Direct IC connection, Regionalexpress	
Lübeck	Lübeck Airport	Regionalbahn	
Munich	München Airport	S-Bahn lines S1 and S8	
Münster/Osnabrück	Münster (Westf) Hbf Osnabrück Hbf	Bus lines S 50, RT 51, D 50 Bus X 150 "FMO-Express"	VGM/VRL Stadtwerke Osnabrück
Nuremberg	Nürnberg Hbf	Underground line 2	Verkehrsbetriebe Nürnberg
Stuttgart	Stuttgart Airport	S-Bahn lines 2 and 3	

Edition 3		Revision 0
Revision date 08.08.2014		Page 54 of 60

	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»


Annex 6

Key points

- Date of railway travel must correspond to date of arrival (departure) in Germany.
- Journey times stated for railway journey from/to QYG/ZWY in booking system (CRS) are approximate. Correct train schedule is in DB Travel Centre, DB ticketing offices and at the website www.bahn.com.
- Railway segment of Rail&Fly must be included in air ticket booking. If rail segment is not included in booking, passenger cannot print railway ticket.
- Please inform passenger of his/her Pickup Number (otherwise he/she won't be able to print Rail&Fly ticket in a vending machine for long-distance trains, indicating them in itinerary receipt in filed "Endorsement", and also URL address www.accesrail.cm/checkin, where he can print railway ticket online.
- Itinerary receipt must be printed for passenger.
- Please inform passengers about information available at website www.bahn.de/railandfly (better to print this information for passenger).
- Railway ticket must be printed not earlier than 72 hours before the departure of train.
- For return trip the passenger can choose another option of printing railway ticket that differs from option used for inbound trip (online printing or printing using ticket machines for long-distance trains).
- Money refund for printed, lost railway ticket Rail&Fly (if printed in vending machine), and for railway segment within the combined journey Rail&Fly is not possible.
- Documents for combined journey Rail&Fly that has not been used or partially used must be forwarded to the airline after the complete of journey.
- Passenger claims and applications for ticket refund with original payment receipt ("Fahrpreisnacherhebung"), itinerary receipt, booking copies and calculation of carriage costs and completed Register from Annex 4 must be sent to the following address of the Airline:
Revenue Accounting Department, Scheduled Flights, Airport, Orenburg district, Orenburg region, 460049, Russian Federation.
- For all questions please contact the Airline. For questions concerning Pickup Number or online printing of ticket please contact AccesRail (in English) (info@accesrail.com, Tel. 001-514-733-4962, Fax 001-514-733-5541).

Updated information for agents about Rail&Fly ticketing is available at website www.bahn.de/iataagents

Edition 3		Revision 0
Revision date 08.08.2014		Page 55 of 60

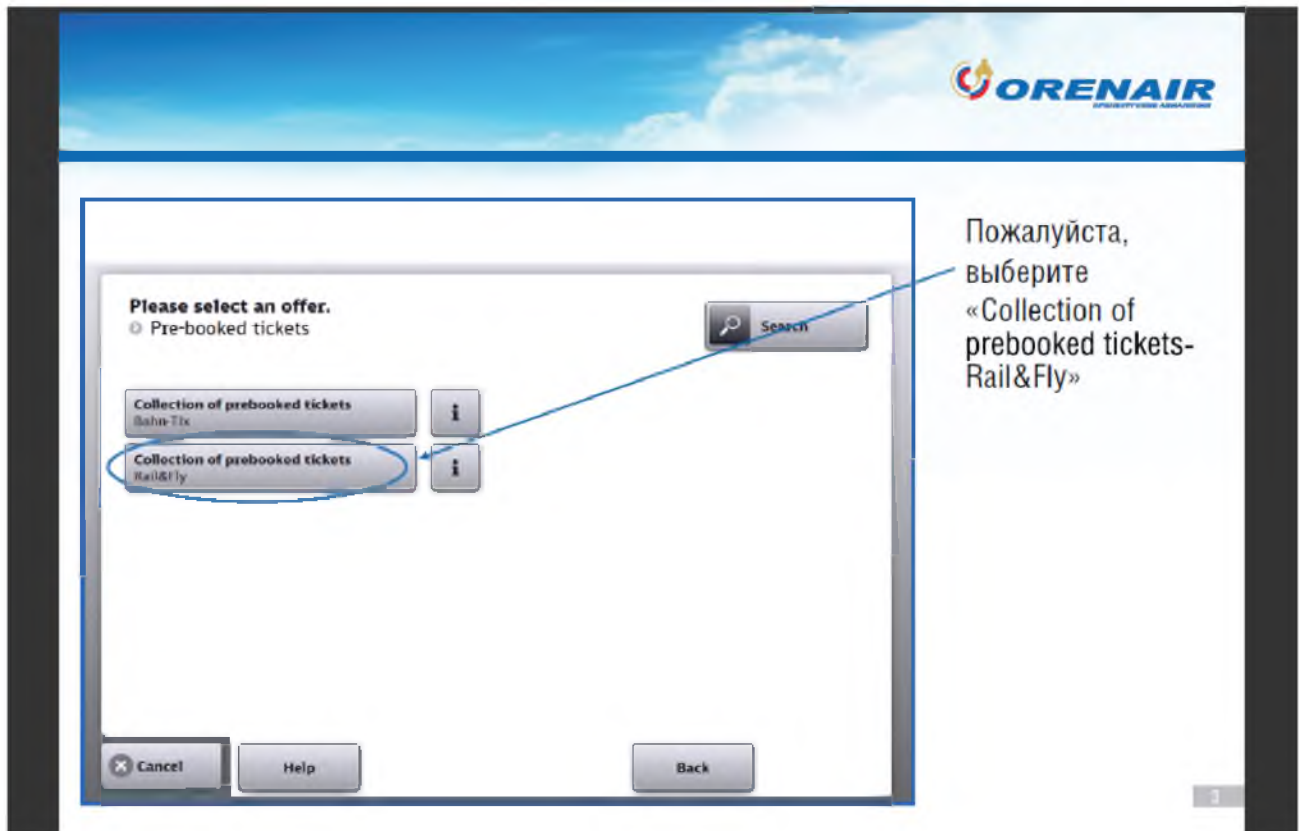
	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

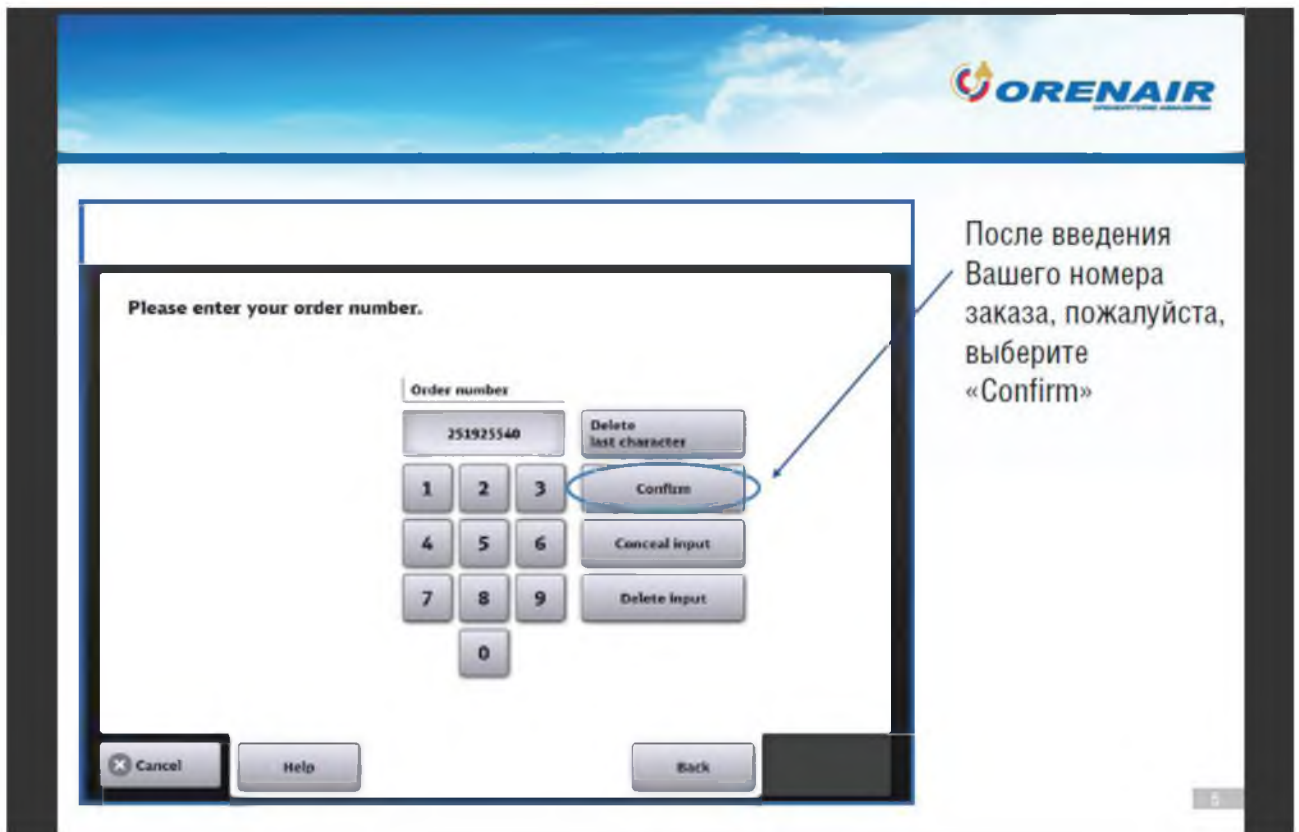
Annex 7

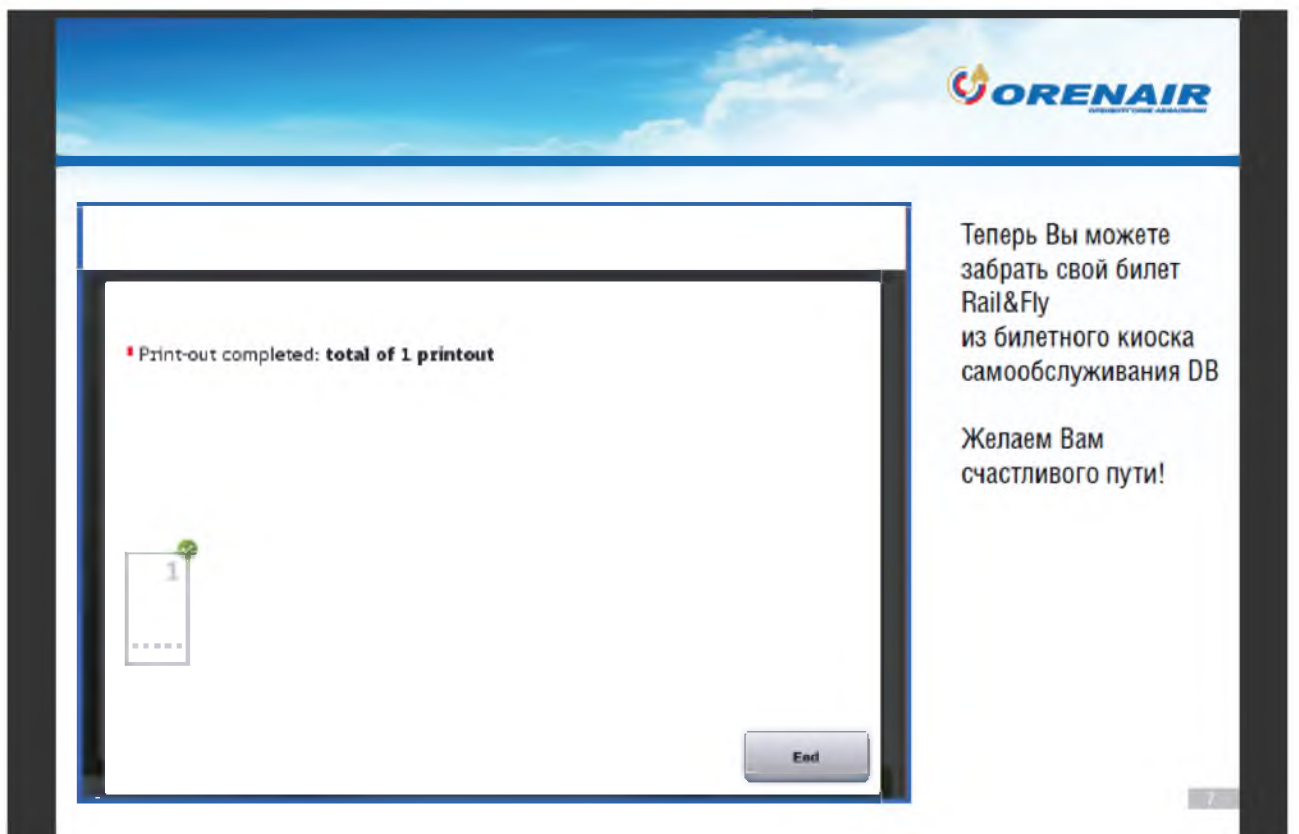
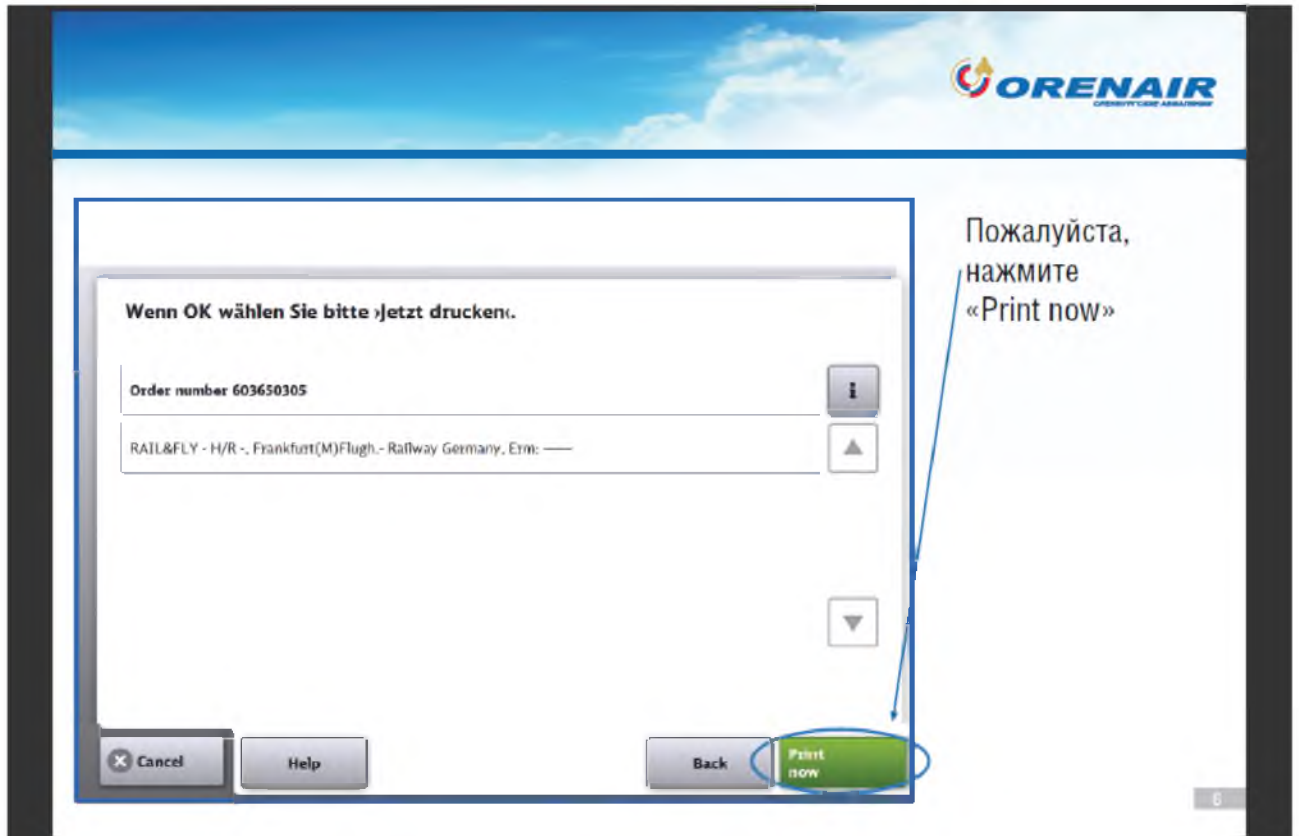
Step-by-step instruction on picking up Rail&Fly from DB vending machine




Edition 3		Revision 0
Revision date 08.08.2014		Page 56 of 60







	Quality Management System	
	Company Standard 03/01/01/01-01-14	Company Standard «Instruction for Agents on Combined Journey Rail&Fly JSC «Orenburg airlines»

Edition 3		Revision 0
Revision date 08.08.2014		Page 60 of 60