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General Condition
Of Carriage Passengers and Cargo
Limited Liability Company
“IKAR”

Krasnoyarsk Territory,
Yemelianovsky region,
workers' quarters Yemelianovo
2015

Proposal of information

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1 GENERAL PROVISIONS

1.1 In carrying out domestic, scheduled and charter air transportation of passengers, baggage and cargo by LLC "IKAR", rights, obligations and liability of the carrier, passengers, shippers and consignees, using the services of the carrier, are established in accordance with:

- Air Code of the Russian Federation;
- Federal Aviation Regulations "General Rules of air transportation of passengers, baggage, cargo and requirements to servicing passengers, shippers, consignees";
- Other legislative acts of the Russian Federation;

In carrying out international, scheduled and charter air transportation of passengers, baggage and cargo:

- Warsaw Convention "On the unification of certain rules relating to international carriage of goods and passengers" of 1929 and the Hague Protocol thereto of 1955.

1.2 Regulations for the carriage of passengers, baggage and cargo of LLC "IKAR" apply to the international carriage of passengers, baggage and cargo if they do not contradict the conventions in the field of international air transport, documents of International Civil Aviation Organization (ICAO), as well as current international treaties and agreements of the Russian Federation on air transport.

2 SERVICING OF PASSENGERS ON-BOARD

2.1 Carrier provides passenger on board aircraft set of services according to the duration of the flight, the time of day during which the flight takes place, and the class of service specified in the carriage document.

2.1.1 Carrier provides the passenger with the following services depending on the duration of the flight:

- information inquiry support;
- individual customer service;
- serving soft items and means for the convenience in-flight;
- beverage and/or food service;
- periodicals.

2.1.2 Smoking on board is strictly forbidden, including smoking electronic cigarettes.

2.1.3 Food and hot drinks are available depending on the length of flight.

Flight time	Economy Class	Business class
0 h 00 min - 1h 30 min	Soft drinks (juice, water, fruit water)	«Sandwich» (soft drinks, sandwiches, hot drinks)
1 h 31 min - 5 h 00 min	«Sandwich» (soft drinks, sandwiches, hot drinks)	Hot meals (soft drinks, aperitifs, snack, hot dishes, hot drinks)
5 h 01 min - 9 h 30 min	Hot meals (soft drinks, aperitifs, snack, hot dishes, hot drinks)	Hot meals (soft drinks, aperitifs, snack, hot dishes, hot drinks) + «Sandwich»
9 h 31 min and more	Hot meals (soft drinks, aperitifs, snack, hot dishes, hot drinks) + «Sandwich»	Hot meals (soft drinks, aperitifs, snack, hot dishes, hot drinks) + Hot meals

3 SPECIAL TARIFFS

3.1 Tolls - are all prices not included in the definition of normal tariffs and published in the Official directory of carriers and reservation systems on the screens. Special tariffs - are the cheapest tariff types, but their application involves a number of constraints (the cheaper rate, the harder conditions of its application). The main limitations of special (subsidized) rates:

- tickets purchased at special rates have fixed departure date. It is allowed to voluntary change the conditions of carriage before the time of departure indicated in the ticket. The exchange procedure is charged with fee and a special form of strict accountability should

be issued - Miscellaneous Charger Order (MCO). An order copy should be presented while a passenger's registration;

- tickets purchased at special tariffs are largely nonreturnable;
- tickets booking at special tariffs is allowed for a limited period of time;
- the number of seats in the aircraft, which the carrier sells at special tariffs is limited.

4 SERVICE AND INFORMATION PROVISION

- 4.1.1 Carrier or service organization at the airport should provide the following services at no additional charge:
- registration of passengers and baggage to be transported;
 - passengers transfer to the aircraft parking and the organization of their boarding in the aircraft;
 - delivery of baggage to the aircraft parking, loading, stowage and securing of their baggage on board aircraft;
 - ensure exit of passengers from aircraft, passengers transfer to the terminal building;
 - unloading of aircraft, transportation of passengers and baggage.
 - the provision of the Mother-and-Child room for passengers with a children under the age of seven years (if such a service can be provided by serving organization at certain airport);
 - two telephone calls or two e-mails while waiting for the departure of more than two hours;
 - provision the air passengers with soft drinks in case the flight is delayed for more than two hours;
 - provision the air passengers with hot meals in case the flight is delayed for more than four hours and then every six hours during the day and eight hours a night;
 - distribution of passengers at the hotel in case the flight is delayed for more than eight hours per day and more than six hours at night;
 - delivery of passengers from the airport to the hotel and back in cases when the hotel free of charge;
 - baggage storage.

Note. For the purposes of this paragraph, the waiting time starts with the departure time of departure indicated in the ticket.

- 4.1.2 Carrier may provide other information to air passengers and exporters (receivers) in accordance with these rules.
- 4.1.3 Provision of the information about the execution of traffic documents in the name of a specific passenger (cargo), about the registration at the airport of departure, on arrival and departure only on the basis of written requests by public authorities or enterprises, institutions and organizations, and also citizens, if these requests substantiated and legitimate.

5 TRANSPORTATION OF HAZARDOUS MATERIALS AND ITEMS IN THE BAGGAGE

5.1 It is forbidden to carry dangerous substances and items on board aircraft, crew and passengers in checked baggage and belongings of the passengers:



Explosives, weapons, demolition equipment and objects filled with them



Compressed and condensed gas



Highly flammable liquid



Inflammable solid substance



Oxidizable substances and organic peroxide



Toxic substances



Radioactive material



Caustic and corrosion substance



Intoxicants and toxins



Magnetized substance

All other substances, compositions and articles included in the above properties, as well as those for which the manufacturer applies special conditions of storage, transport and use, which raises doubts about the safety of their transportation, as those that can be used for an explosion, arson or threats to the security of the life and health of passengers and crew of the aircraft.

A detailed list of dangerous substances and items prohibited for carriage in the aircraft for crew and passengers, is contained in the Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284 AN / 905, or ICAO DGR IATA).

Hazardous substances and items shall not be carried on board aircraft by crew and passengers in checked baggage and belongings of the passengers, with the exception of the cases listed Section 2 "Limitations", Table 2.3.A (DGR IATA).

5.2 It is allowed to carry on board aircraft:

5.2.1 in checked-in baggage:

- crossbows, underwater guns, swords, sabers, broadswords, scimitars, cutlasses, swords, skewer, bayonets, daggers, knives: hunting, knives with flick knives with latched locks, replicas of any types of weapons;
- domestic knives (scissors) with the length of the blade (blade) above 60 mm;

- Alcohol beverages containing more than 24% but not more than 70% of alcohol, volume in containers with a capacity not exceeding 5 liters in packagings intended for retail sale, - no more than 5 liters per passenger;
- liquids and alcohol beverages with an alcohol content of volume of not more than 24%;
- sprays designed to use in sport or home use, exhaust valves cartridges, which are protected by caps from spontaneous emission of contents in containers of not more than 0.5 kg or 500 ml - no more than 2 kg or 2 liters per passenger;

5.2.2 in the belongings of the passengers:

- medical thermometer - one per passenger;
- mercury tonometer in standard casing - one per passenger;
- mercury barometer or manometer, packaged in an airtight container and sealed by the stamp of the sender;
- disposable lighters - one per passenger;
- dry ice for cooling perishable products - no more than 2 kg per passenger;
- 3% hydrogen peroxide - 100 ml per passenger;
- liquids, gels and aerosols related to non-dangerous: in containers of not more than 100 ml (or equivalent capacity in other units of volume), packed in a secure transparent plastic bag of not more than 1 liter - one bag per passenger.

5.2.3 Liquids in containers larger than 100ml will not be accepted, even if the container is only partially filled.

5.2.4 Exception for medicines, special dietary needs, baby food, including breast milk, in the quantity required for the flight.

5.2.5 Liquids purchased in duty free shops at the airport or on board aircraft shall be securely packed in a sealed plastic bag, which provides identification of access to the contents of the package for the flight on which there is reliable evidence that this purchase made in airport duty free shops or on board aircraft on the day(s) of travel.

6 FREE BAGGAGE ALLOWANCE

Checked-in baggage

6.1 The passenger has the right for free carriage of checked baggage within the established norm. For each passenger, except for children up to 2 years, free baggage allowance excluding belongings of the passenger (hand luggage) is set at:

- Business - Class – 30 кг;
- Economy Class – 20 кг.

Note. For flights operating on certain routes, free baggage allowance can be changed by the carrier, for example, for the regular schedule flights Khabarovsk-Simferopol-Khabarovsk, the allowance is 25kg for economy class and 35 kg. for Business Class.

6.1.1 Free baggage allowance for children up to 2 years flying without a seat is 10 kilograms.

6.1.2 The carrier or its agent shall inform the passenger of the free baggage allowance set for transportation and the need to pay for excess baggage or baggage, which is subject to obligatory payment.

6.1.3 In case of involuntary downgrade of the class, the passenger has the right to carry baggage on the free baggage allowance established for the paid service class.

6.1.4 The free baggage allowance does not apply to:

- belongings of the passenger, regardless of their name and purpose, the dimensions of which in a packed form exceed 203 cm (the total size of the three dimensions of each of the items of baggage) are considered oversized;
- belongings of the passenger, regardless of their name and destination, weight of one place more than 30 kg are considered to be heavy-handed;
- pets (birds), except for guide dogs accompanying the visually challenged passengers;

Note: Transportation of said baggage is based on its actual weight of the published baggage tariffs, regardless of other passenger belongings carried as baggage.

6.1.5 Carrier at the request of passengers, with a documented common purpose of the trip (ticket numbers follow one another or tickets purchased at the same agency in the same day, or next family or group of passengers flying on a business trip) and following along the same route to the same destination on the same aircraft will provide the combined free baggage allowance. Combining concerns only the free baggage allowance. Baggage is issued for each passenger individually.

6.1.6 Passenger baggage is accepted for transportation at his desk at the airport of departure or another registration point. Carrier or service organization give the passenger a numbered baggage tag for each piece of checked-in baggage. Baggage tag is designed to identify the baggage. In order to indicate the special conditions for additional checked baggage special nonnumerical baggage tag is attached.

6.1.7 The weight of one piece of baggage must not exceed 50 kg, baggage of greater weight is registered and shipped as cargo. For the international carriage may be established other restrictions on the maximum weight, dimensions, number of checked baggage in connection with the current regulations and state requirements of the airport (point) of departure, the airport (point) of transfer and / or to the airport (point) of destination. Carrier may refuse to accept baggage for carriage as checked-in baggage if its weight and size do not meet these requirements.

6.1.8 Having accepted the baggage to be transported carrier or service organization shall be responsible for the safety of checked-in baggage and its packaging.

6.1.9 Checked-in baggage of the passenger and the passenger must be carried on the one and same aircraft.

6.1.10 Since the delivery of checked-in baggage for carriage and the time of issue to the passenger, access to the baggage is prohibited, except in cases of identification or additional inspection of the relevant services.

6.2 Luggage (belongings of the passenger).

6.2.1 Belongings of the passenger (Luggage) are unregistered baggage and accepted for carriage free.

6.2.2 It is allowed to take on board aircraft one place of unchecked baggage (hand luggage), overall dimensions of hand baggage must not exceed 115 cm. (55 × 40 × 20):

- for economy class passengers - one place weighing up to 5 kg;
- for business class passengers - not more than two places of baggage, weighing up to 5 kg.

6.2.3 Carrier or service organization at registration of hand luggage carried in the cabin of the aircraft, provides passenger for each seat a nonnumeric baggage tag "Hand luggage" except for "personal belongings".

6.2.4 Hand luggage at carriage should be placed under the passenger seat. Small, lightweight clothes and garments of passenger can be accommodated above the passenger seat in a locked luggage compartment.

6.2.5 During registration the passenger is obliged to present for weighing all the luggage, intended for the carriage with the exception of items, that may be necessary during boarding (disembarkation) in (out of) the aircraft, as well as in flight, if they are located on the passenger and are not placed in baggage («personal belongings»):

- handbag or briefcase;
- folder for papers;
- umbrella;
- cane;
- a bouquet of flowers;
- outerwear;
- print edition to read in flight;
- baby food to the child during the flight;
- cellular telephone;
- camera;
- videocamera;
- portable computer;
- suit in holdall;
- baby basket and stroller when transporting a child under 2 years of age;
- crutches, stretcher or chair-wheelchair for passengers with reduced mobility.

Note: Items listed in this paragraph are not presented for weighing and are not subject to registration and not marked with tags).



Picture 1

Note: At the airport departure stroller-cane should be checked-in by passenger (near the aircraft ramp and loaded into the Balk) and is given back at the destination airport. Samples prams, allowed and forbidden for transportation in Balk, Figure 1.

6.2.6 The passenger must take care of the safety of hand luggage carried in the aircraft cabin. In the case of a break in the flight specified in the carriage document, the passenger is obliged to take home placed there hand luggage and personal belongings when disembarking from the aircraft.

7 TRANSPORTATION OF PETS (BIRDS) GUIDE DOGS, SERVICE DOGS

General provisions

- 7.1.1 Large livestock, wild, experimental animals, reptiles, rodents, bees and fish stocks ARE NOT ACCEPTED to transportation as a baggage.
- 7.1.2 Pets (birds), guide dogs, service dogs, are accepted for carriage only if confirmed by the consent of the carrier and in accordance with IATA regulations on the transportation of live animals.
- 7.1.3 The passenger is obliged to inform the carrier or his agent about the transportation of pets (birds) guide dog, service dog booking the carriage or buying the passenger ticket, but not later than 48 hours before the departure time.
- 7.1.4 Carrier has the right to refuse to carry the animal if the animal transportation has been booked and confirmed by the carrier.
- 7.1.5 Weight of pets (birds), a service dog, the weight of the container (cage) and food designed for animal (bird) feeding is not included in the free baggage allowance and should be paid by the passenger on the basis of the actual weight of the baggage according to rates set by the carrier independently of the others items the passenger is taking as baggage.
- 7.1.6 The passenger is obliged to provide necessary documents, provided by the legislation of the Russian Federation, international treaties and laws of the country to, from or through which the shipment is carried out.

Documents necessary for pets (birds) carriage

For internal flights	Veterinary certificate form №1; valid for 5 days from the date of issue and prior to the transportation of animals
	The veterinary certificate of international standard, the form 5a, issued on the basis of the veterinary certificate and registered in the veterinary service of the border control.
For international flights	Information about the breeding value of an animal for export.
	Other documents required by the veterinary authorities of any country to, from or through which the shipment is carried out.

- 7.1.7 Bird cages should be covered with a dense opaque cloth.
- 7.1.8 2 hours before departure passengers must feed and water the animal. Examine it.
- 7.1.9 Pets (birds) are accepted for carriage on the condition that the passenger assumes full responsibility for their transportation. The carrier is not responsible for personal injury, loss, delay in delivery, illness or death of animals and birds, as well as in case of refusal of importation (or the trafficking) in (through) any country or territory.
- 7.1.10 Passenger shall comply with all requirements of the carrier, compensate losses and additional costs that may arise during transport pets (birds) to carrier.

Transportation of pets (birds) service dogs in the baggage and cargo compartments

- 7.1.11 Pets (birds), service dogs are accepted as baggage for carriage. Transportation is carried out in the baggage and cargo compartments in which the temperature is maintained at 100 to 170 C.
- 7.1.12 Pets (birds) and service dog except cases when service dog is carried in the cabin, while air transportation must be placed in a sturdy container (cage), providing necessary facilities for the carriage, with access of air and a reliable lock. Dimensions of the container (cage) must allow the animal to stand up, turn around. The bottom of the container (cage) must be compact, waterproof and covered with absorbent material. The container (cage) shall exclude spillage absorbent material. Bird cage should be covered with a dense opaque cloth..
- 7.1.13 No more than two adult animals can be placed in one container (cage) if the weight of each does not exceed 14 kg, and they get along together. Animals of greater weight should be carried in separate containers (cages). No more than three animals of the same kindle not older than 6 months can be placed in one container (cage)..
- 7.1.14 The weight of the animal and the weight of the container (cage) shall not exceed 50 kg.
- 7.1.15 The dimensions of the container (cage) shall not exceed the dimensions of 100x50x50 cm.

Transportation of guide dogs, service dogs in the cabin

- 7.1.16 Guide dogs accompanying visually challenged passengers should be transported without the container in excess of the free baggage allowance, by agreement with the carrier.
- 7.1.17 Guide dogs / service dogs, in agreement with the carrier, can be transported in the cabin, on the following conditions:
- upon presentation to the carrier of a document confirming the disability of a passenger / confirming that the passenger accompanying the service dog, is a member of the Police Dog Service of Federal Government Authority;
 - document certifying specific training;
 - feeding guide dogs / service dogs during the period of registration and flight is PROHIBITED.
- 7.1.18 Transportation of guide dogs, service dogs is allowed only in the economy class. Carriage in business class is prohibited.
- 7.1.19 Places for passengers with guide dogs, service dogs are given for each aircraft individually.

Transportation of pets (birds) in the cabin

- 7.1.20 On scheduled flights (charter flights on a regular basis) in the aircraft cabin it is allowed to carry only pet (domesticated) animals (birds): cats, dogs and other small animals (except rodents), accompanied by competent passengers, containers or cages, in hand luggage to be carried on the hands of the passenger. Dimensions of the container (cage) shall not exceed the height of 20 cm, length / width of 60 to 35 cm.
- 7.1.21 The total weight of the cages with pets (birds) must not exceed 8 kg.
- 7.1.22 Transportation antagonistic pets (dog/cat) in a passenger cabin is PROHIBITED.
- 7.1.23 Places for passengers with pets (birds) are indicated for each aircraft individually.

Placement passengers with pets (birds) guide dogs, service dogs in the cabin

- 7.1.24 During the flight, the container (cage) with the pets (birds) in the cabin must be placed under the forward seat.
- 7.1.25 It is prohibited to place the container (cage) at the emergency exits, in the aisles, in the luggage racks.
- 7.1.26 **Pets (birds) must be inside the closed container (cage) at all times while on board aircraft (during flight, during taxiing, boarding / disembarkation etc.).**
- 7.1.27 **Guide dog, service dog must have a collar and a muzzle and be tied to a chair at the feet of the passenger it accompanies.**
- 7.1.28 Transportation of pets (birds), guide dogs, service dogs is permitted only in economy class. Carriage in business class is prohibited.
- 7.1.29 It is allowed to transport in a passenger cabin of an aircraft no more than:
- two containers (cages) with pets (birds) non-antagonistic species and no more than 4 per flight;
 - 1st dog - a guide, a service dog, and not more than 2 per flight.

8 TRANSPORTATION OF QUARANTINE ITEMS AS A BAGGAGE

- 8.1.1 Transportation of quarantine items (plants, plant products, containers, packaging, soil or other organisms, object or material that may be carriers of pests or contribute to the spread of harmful organisms) is carried out in accordance with international treaties of the Russian Federation on plant quarantine, legislation Russia on plant quarantine and legislation in the field of plant quarantine of the country to, from or through which the carriage is carried out.

9 TRANSPORTATION OF SKI EQUIPMENT / SNOWBOARDS AND SURF EQUIPMENT

- 9.1.1 The skiing set includes one pair of skis or ski board, sticks, boots and etc., with the total weight not exceeding the stated limits for an applicable route, shall be carried toll-free.
- 9.1.2 If the total baggage weight exceeds limits, and the skiing equipment weight does not exceed 15 kg (i.e. skis or ski board, sticks, and boots and etc.), such set will be paid for at a fare applicable to the least of the following:- 3kg or factual weight (the minor should be chosen).
- 9.1.3 If such skiing set as listed above weighs 15+kg, the passenger shall pay for set in excess of 15kg in accordance with the applicable excess baggage fee for a route.
- 9.1.4 Skis and ski equipment should be packed in a bag. The ski bag shouldn't have a long strap and sticking pockets to avoid damaging.

10 TRANSPORTATION OF GOLF EQUIPMENT

- 10.1.1 Golf set includes: a set of golf clubs, balls, shoes.
- 10.1.2 One set of golf transported free of charge if not exceeding the free baggage allowance.
- 10.1.3 If the total baggage weight exceeds limits, and the golf equipment weight does not exceed 15 kg, such set will be paid for at a fare applicable to the least of the following:- 6kg or factual weight.
- 10.1.4 If such water sports-set weighs 15+kg, the passenger shall pay for set in excess of 15kg in accordance with the applicable excess baggage fee for a route.

11 TRANSPORTATION OF BICYCLE

- 11.1.1 bicycle included in the free baggage allowance if:
 - total weight of the passenger baggage, including with the bicycle, does not exceed the free baggage allowance;
 - its dimensions do not exceed 203 cm in the sum of three dimensions;
- 11.1.2 Transportation of bicycles is permitted on the following conditions:
 - bicycle must be properly packed in a paper box or a special protective cover-up to avoid movement of the front wheel fork;
 - wheel set on a bicycle;
 - pedals deattached.

12 CHILDREN TRANSPORTATION

12.1 General provision

- 12.1.1 Children under 12 years of age accompanied by an adult passenger or a passenger who, in accordance with the civil legislation of the Russian Federation has acquired full legal capacity until they reach the age of eighteen.
- 12.1.2 Infants and children under 12 years of age are carried with a discount of fifty percent of the usual or special tariff, unless there no special conditions for the application of the special tariff, providing them with individual seats.
- 12.1.3 When buying a Ticket and checking-in for a flight, the accompanying Passenger shall submit to the Carrier (or its agent) a document to confirm the child's age. The child's age is taken into account on the date of commencement of carriage from the initial point of departure specified in the carriage document. The carrier or his agent must identify a birth date in the child's passenger ticket.
- 12.1.4 In the case of route change and/or the date of departure after the start of the carriage child ticket is reissued at the rate of air transportation at a discount corresponding to the child's age on the date of commencement of carriage from the initial point of departure specified in the carriage document, even if the child's age has changed to the time of renewal freight.
- 12.1.5 It is prohibited to place people with children up to 2 years old next to the emergency exits and rescue equipment.
- 12.1.6 It is prohibited to place two children on one chair.
- 12.1.7 It is prohibited to place children in one block of seats
- 12.1.8 It is prohibited to place teenagers near the emergency exits, even if they are accompanied by an adult.
- 12.1.9 Leaving of minors abroad the Russian Federation in accordance with the legislation of the Russian Federation.

13 PROCEDURE OF TRAVELING ABROAD OF MINOR CITIZENS OF THE RUSSIAN FEDERATION

13.1 Departure of the child together with the parents

- 13.1.1 A minor citizen of the Russian Federation, traveling together with at least one parent can travel from the Russian Federation according his/her international passport.
- 13.1.2 A minor citizen of the Russian Federation under 14 years, following with at least one parent, and inscribed in the foreign passport of leaving with him parent can leave the Russian Federation according to the following rules:
 - if parent's passport was issued before March 1, 2010, child can travel without his/her passport *.
 - if foreign biometric passport of the parent was issued on March 1, 2010 and after, child cannot travel without his/her passport.

** The passport of the parent MUST contain affixed photograph of the child, regardless of age, which shall bear the stamp of the passport and visa service. The absence of photographs or seal can be a ground for refusing a child to cross the border.*

- 13.1.3 To the states - participants of the Commonwealth of Independent States (CIS), with which the Russian Federation has an intergovernmental agreement on mutual trips of citizens (Belarus, Ukraine, Kazakhstan, Moldova, Armenia), children up to 14 years, traveling with at least one parent may leave with birth certificate with confirmation of Russian citizenship (supplement or the appropriate stamp on the birth certificate). Otherwise, it can be prohibited to cross at the border of Russia and entry into the country of temporary residence of the child.
- 13.1.4 If the minor Russian citizen crossing the state border of the Russian Federation together with one of the parents there is no necessity to bring the written consent of the other parent if he/her didn't send statement of dissent to the border authorities for the child to leave the Russian Federation.
- 13.1.5 If a minor child and leaving together with him parent have different surnames, or if the child is under the age of 14 years cross the border on a separate passport it is recommended to take a certified copy of a birth certificate - to confirm the relationship. In practice, the absence of such evidence can be the basis for denying a child to cross the border.

13.2 Departure of unaccompanied child

13.2.1 Minor Russian citizen traveling from the Russian Federation unaccompanied by parents, should have in addition to foreign passport notarized parental consent to his departure abroad, with the term of departure and the State (s) that is (that) he is going to visit. It is sufficient to have a consent of one parent if the other if he/her didn't send statement of dissent to the border authorities for the to leave the Russian Federation.

However, it is necessary be aware that in the case of a visa for a child traveling without their parents the foreign embassies may require notarized consent from both parents. For example, such a practice is common to all countries of the Schengen Agreement, as well as England, USA, Canada. Originals of the agreement remain at the embassy. Therefore, it is recommended to immediately execute parental consent to his departure in several copies when registering a minor child departure abroad without parents (depending on the number of received visas and necessity to present the original consent to the passport control).

13.3 Additional tips

13.3.1 In order to avoid unpleasant surprises at the border in case of traveling abroad of a minor child, the parents should be aware that the rules of boarder crossing of states temporary stay may significantly differ from the Russian, therefor it is necessary to follow the following recommendations:

- to issue the consent from both parents (if the child travels without them) or from the second parent (if the child is traveling with only one parent); prepare a notarized translation of these documents into the language of the country of temporary residence with the apostille (translation is required in the Netherlands, Germany, Ireland, France).
- translate the death certificate of the parent (if the other parent is dead) into the language of the country where a child travels.

13.3.2 Regulatory acts that should be known

- Departure of minor Russian citizens abroad and document execution for them govern: - Federal Law dated August 15, 1996 № 114-ФЗ "On the order of entry into the Russian Federation and exit from the Russian Federation";
- Russian Federation Government Resolution dated May 12, 2003 № 273 "On approval of the rules of application for dissent to leave the Russian Federation of a minor citizen of the Russian Federation";
- Presidential Decree dated November 3, 2006 № 1226 "On Amendments to the Regulations on the order of consideration of issues of citizenship of the Russian Federation, approved by presidential decree dated November 14, 2002 №1325».
- Order of the Federal Migration Service of the Russian Federation dated 03.02.2010 N 26 "On approval of the Administrative Regulation of the Federal Migration Service for the provision of public services on registration and issuance of passports of the Russian Federation, the identity of a citizen of the Russian Federation outside the territory of the Russian Federation, and the execution of the state function on their account ".

13.4 Newborn babies

13.4.1 Newborn babies are accepted for transportation by air transport, according to the recommendations of doctors, at the age of seven or more days.

13.4.2 Transportation of premature infants is carried out only on a medical certificate confirming that air transport is safe for the baby.

13.5 Passengers with children under 2 years

13.5.1 An adult passenger or a passenger who, in accordance with the civil legislation of the Russian Federation has acquired full legal capacity being under the age of eighteen years, the aircraft has the right to transport a child up to two years free of charge while internal carriage or international - at a discount of ninety percent of normal or special tariff, unless special conditions for the application of the special tariff, then without seat tickets with obligatory registration. If a child under the age of two years at the request of the accompanying passenger is given a seat, then the child is transported at a discount of fifty percent of the normal or special tariff, unless special conditions for the application of the special tariff.

- 13.5.2 Under the preliminary request, but not later than 24 hours before departure, the child can be provided with baby food (BBML). In the absence of a provisional application via the booking a child under 2 years is not provided with baby food on board aircraft.
- 13.5.3 Under the preliminary request, but not later than 36 hours before departure, the children under one year in an aircraft may be provided baby basket (if there is a place to install it). Baby cot (BSCT-Bassinet / carrycot / baby basket) designed for a child under the age of 1 year and weighing less than 11 kg. Not all aircraft of the airline are equipped with baby baskets. Places for baby baskets defined for each aircraft individually.
- 13.5.4 In aircraft babies are placed in the hands of accompanying individuals during the entire flight.
- 13.5.5 Babies should be placed head in the direction of the window (except for the seats near the aisle where the babies are placed legs to the aisle) to exclude cases of injury to the child's head in the fall of any items with service trolleys.
- 13.5.6 It is allowed to place no more than one baby at defined for each aircraft seats, for provision with an oxygen mask in case of depressurization of the passenger compartment.

13.6 Transportation of groups of children

- 13.6.1 Transportation of passengers under the age of 18 years in an amount of 8 children and one accompanying the transport of a group of children.
- 13.6.2 The manager or official of the organization, forming a group of children, responsible for ensuring the safety group of children, provides to the carrier a general list of children, adults of the list of designated persons as accompanying carriage (full name, phone), including the senior responsible, a list of phone numbers for emergency contact not less than one day prior to commencement of the shipment.
- 13.6.3 The number of attendants shall be at the rate of at least one adult to 30 children (8 - 12 children).
- 13.6.4 In the case of failure situation (delayed departure of an aircraft, landing on an alternate aerodrome), entailing changes in the schedule and route, a senior executive from among the accompanying measures to ensure timely notification of parents (legal representatives) of children.

13.7 Catering for groups of children

- 13.7.1 Meals is organized for organized groups of children. The intervals between meals should not be more than 4 hours during the day.
- 13.7.2 Organizing the food supply in terms of security must comply with the requirements of normative and technical documentation and be accompanied by documents attesting to their quality and safety.
- 13.7.3 Drinking water, including packaged in containers and bottled, must meet the requirements for drinking water in quality and safety.
- 13.7.4 Registering a group of children is carried out on separate stands entirely on its location outside the emergency exits, in priority there are first place in the cabin. Accompanying of the group are registered for the place near the emergency exits and in close proximity to children.
- 13.7.5 If possible, arrange presence of a group of children in a special area and the provision of buses on the airport tarmac.
- 13.7.6 Organization of the personnel and cabin crew service on board the aircraft provides monitoring of children's behavior, maintaining proper sanitary conditions of the cabin, if necessary first aid.

13.8 Transportation of unaccompanied children

- 13.8.1 Unaccompanied minors means children traveling without a parents and were not entrusted to some passenger:
- children aged between 5 and 12 years old;
 - children aged between 6 and 12 years old for international flights;
- 13.8.2 The total number of unaccompanied children shouldn't exceed three on one flight

Note: The number of unaccompanied children per flight may be increased with the prior consent of the carrier.

- 13.8.3 At the request of parents/guardians (legal representatives) Carriage of unaccompanied children with the consent of the carrier can carried out for children from 12 to 16 years.
- 13.8.4 Age of the unaccompanied child is determined at the date of commencement of carriage from the airport of departure.

13.8.5 Unaccompanied children are accepted for transportation only after fulfilling and signing "Agreement on the carriage of unaccompanied child" by parents (legal representatives), in the presence of a representative of the airline 3 hours before the scheduled departure time. In the case of international transportation, notarized consent of the parents (legal representatives) for transportation of the child, indicating the duration of leave and the state, which he intends to visit is necessary.

Conditions of Carriage of unaccompanied children

13.8.6 The child is accepted for carriage unaccompanied by adult in the presence of:

- confirmed reservation;
- "Agreement on the carriage of unaccompanied child" issued by parent, guardian (legal representative).

13.8.7 The consent for the transportation of an unaccompanied child (the consent) can be fulfilled when booking and registration by transport agent in 5 copies:

- 1st copy is taken and remains at the airport of departure, after signing by the agent accompanying the child to the aircraft and the flight attendant responsible for the care of the child on board;
- 2nd is given to person who sees-off the child;
- 3rd copy is given flight attendant responsible for the maintenance of the child on board;
- 4th copy is given to the representative of the carrier's (agent) by flight attendant in the point of arrival;
- 5th copy remains throughout the flight with the child.

13.8.8 In the absence of a consent form an agent provides information on the rules of transportation of an unaccompanied child, address and contact numbers of the carrier's office to get the consent.

13.8.9 Transportation of unaccompanied children is carried out only to those airports, which have representatives or agents of the carrier.

13.8.10 Transportation of unaccompanied children is carried out only on direct flights of the carrier to the first point of landing.

13.8.11 Transportation of unaccompanied children is carried out only in the economy class with full payment of adult fare (normal economy fare), and the collection of which is established service organization, together with the registration ticket.

Seats in the aircraft cabin to accommodate unaccompanied children

13.8.12 Seats in the aircraft cabin to accommodate unaccompanied children are distributed with the following requirements:

- it is prohibited to place unaccompanied children near emergency escape and rescue equipment;
- the ability to control and care during the flight designated steward.

13.8.13 Priority places for unaccompanied children on board - line number 5.

Service of unaccompanied child at the airport of departure

13.8.14 Person who sees-off unaccompanied child must remain at the airport until the actual departure of the aircraft;

13.8.15 Agent who meets and boards (the representative of the carrier), takes the child from person who sees-off, shall sign the consent and shall be personally responsible for the child before handing him/her to the responsible flight attendant.

13.8.16 In the case of landing on an alternate aerodrome, the child taken to carriage, is the responsibility of the carrier.

Service of unaccompanied children upon arrival

13.8.17 On arrival at the destination airport an unaccompanied child is transferred by a responsible flight attendant to agent meeting the service organization or a representative of the carrier, under signed receipt Agreement;

13.8.18 After accepting of a child, the agent for meeting the service organization or a representative of the carrier shall be personally responsible for the child until deliver him/her to greeter;

13.8.19 Agent of a meeting or representative of the carrier has the right to deliver the child only to the person specified in the agreement as a "Greeter";

13.8.20 The foreign airports service procedure of unaccompanied children is carried out in accordance with current local regulations.

14 TRANSPORTATION OF PREGNANT WOMEN

- 14.1.1 Pregnant women are not sick passengers. A pregnant woman should determine a possibility of air transportation on the basis of their health.
- 14.1.2 Pregnant women can travel on condition that the carrier is not liable for the possible consequences and / or deterioration of health associated with their air transportation, except in cases where such consequences, and / or deterioration of health have been caused by faulty actions (or inaction) of the carrier.
- 14.1.3 For the purpose of safety it is prohibited to place pregnant women near emergency exits.
- 14.1.4 Priority places for pregnant women on board - line number 5.

15 TRANSPORTATION OF PASSENGERS WITH DISABILITIES AND OTHER PERSONS WITH DISABILITIES

- 15.1.1 Concluding a contract of carriage passengers with disabilities and other persons with disabilities must inform the carrier or agent in charge of the booking, sale and registration of shipping documents, about passenger physical dysfunction in order to ensure appropriate conditions for air transportation.
- 15.1.2 Acoustically challenged passenger may be transported without an accompanying in agreement with the carrier.
- 15.1.3 Carriage of acoustically and visually challenged passengers at the same time, a disabled child under the age of twelve, a passenger in a wheelchair, unable to move on their own, the patient carried on a stretcher, is carried out accompanied by a passenger, to assist them in the air or under the supervision of the carrier as agreed with the carrier and after making a written statement to the passenger transportation under the supervision of the carrier.
- 15.1.4 Air transport a patient on a stretcher is carried out
- with the preliminary notice of the carrier or agent of the carrier exercising a reservation, sale and registration of shipping documents, any tour operator or travel agent about the need for transportation on a stretcher in a period not less than 48 hours before the flight;
 - accompanied by a person providing care for those in-flight;
 - supervised by the carrier as agreed with the carrier and the passenger after making a written statement for the transportation under the supervision of the carrier;
 - the provision of seats on the aircraft with payment of the applicable fare treble and only with assistant. If transportation has already started, payment for transportation of the patient on the stretcher is carried out on normal economy class fare;
 - only in economy class.
- 15.1.5 On board passenger with disabilities and other persons with dysfunctions the following services are provided by the carrier without extra charge:
- introduction of rules of conduct on board the aircraft, and other relevant information accessible to passengers with disabilities and other persons with dysfunctions;
 - the provision of temporary use of a wheelchair to move on board the aircraft for passengers not able to move independently of the number of passengers with disabilities and other persons with dysfunctions;
 - other services established by order of the Ministry of Transport of the Russian Federation of 28.06.2007 N 82.
- 15.1.6 Carrier may unilaterally terminate the contract of carriage of passengers if the state of health of a passenger aircraft requires special conditions of transportation by air or threaten the safety of the passengers or others, as evidenced by medical documents, or causes disorder and unavoidable discomfort for other persons.
- 15.1.7 Passenger shall determine the possibility of transportation by air, based on the state of his health. The carrier doesn't take responsibility the passenger, including passengers with disabilities and other persons with dysfunctions, the responsibility for possible consequences and / or deterioration of health associated with their air transportation, except in cases where such consequences, and / or deterioration of health were caused by the actions (or inaction) of the carrier.
- 15.1.8 Transportation of passengers, declared by the court incompetent, made at the request of parents, adoptive parents or guardian and accompanied by an adult passenger, capable of ensuring the safety and security of incapacitated passengers of other people.
- 15.1.9 Medicines, wheelchair, crutches carried free of charge and are not included in the free baggage allowance for passengers with disabilities and other persons with dysfunctions.
- 15.1.10 Passengers visually challenged are transported with an accompanying person, or accompanied by a guide dog, which must have a certificate of the special education, or by agreement with the carrier under the supervision of the carrier and the passenger after making a written statement for the transportation under the supervision of the carrier.
- 15.1.11 The carrier is entitled to limit (refuse) in the carriage of certain categories of numbers of passengers of special categories:
- patients on a stretcher (not more than);
 - persons accompanying a patient on a stretcher (no more than three);

- passengers in wheelchairs and persons accompanying them (no more than 5% of the total number of adult passengers):
 - for the purpose of safety;
 - if the physical, mental condition or age of the passenger are such that the flight can cause the deterioration of his health or danger to other passengers.
 - if for technical or medical reasons can not perform the necessary actions to the passenger on board the aircraft at the airport of departure and / or destination;
 - if a passenger needs extra oxygen during the flight. In accordance with the policy guidance of the carrier, oxygen cylinders and cylinders with compressed air in the passenger compartment can not be transported.

Note. In some cases (according to the "Technical Instructions for the Safe Transport of Dangerous Goods by Air», ICAO DOC 9284 AN/905) small cylinders (weight up to 10 kg) with gaseous oxygen or air necessary for medical purposes are carried in the cabin with passenger on sole discretion of the carrier. To transport oxygen cylinder passenger is obliged to provide during registration certificate from medical institutions to the representative of the carrier's of the need to use oxygen during flight and the amount of oxygen or air necessary during flight depending on the time of flight; After verifying the help the passenger on the need for oxygen, a representative of the carrier must notify the foreman of flight attendants about the patient with an oxygen cylinder necessary for medical purposes and to determine the place on board the aircraft for a safe route of passenger.

15.1.12 Place for placing patients on stretchers and passengers in wheelchairs are defined according to the following requirements:

- should not interfere the evacuation of other passengers;
- it should be provided with easy evacuation of the patient on the stretcher, and passengers in wheelchairs.

15.1.13 On the board patients are on stretchers, which are installed on the chairs along the aircraft. At the same time the two front seat backrests tilted forward and the stretcher takes 6 chairs: 3 rows of 2 seats, along the aircraft.

15.1.14 Places designated for the patient on the stretcher, passengers in wheelchairs and persons accompanying them are located in the rear of the cabin on the starboard side of the aircraft.

16 TRANSPORT WHEELCHAIRS OR OTHER BATTERY-POWERED MOBILITY AIDS

16.1 Wheelchairs or other battery-powered mobility aids for use by passengers with reduced mobility due to disability, ill health or old age, or because of a temporary problem that limits motor skills (for example broken leg), carried as checked baggage.

Wheelchairs with batteries

Wheelchairs may be transported as checked baggage under the following conditions if can be loaded, stowed, secured and unloaded in an upright position:

- the battery terminals are protected from short circuits (for example, attached to the battery case);
- the battery is securely attached to the wheelchair;
- electrical circuits are isolated;
- wheelchair secured in the cargo hold;

Without batteries

- if it is possible to remove the not leaking battery, the wheelchairs are transported as checked baggage without restriction;
- removed battery should be carried in the cargo compartment in strong, rigid packagings;
- on batteries that are leaking, it is necessary if possible, install the vent plugs to prevent leakage;
- Li-ion batteries must be transported in the passenger cabin (1 battery output not exceeding 300 W or two not more than 160 W).

17 STORAGE, TRACING AND REALIZATION OF BAGGAGE

- 17.1.1 In all cases of delay in the delivery of baggage, its short-delivery, damage or loss, and in the case of the baggage without a claim ticket shall be drawn from the description of property irregularity report (PIR), which shall be signed by a representative of the carrier and the passenger to the most recent to the airport. One copy is given to the passenger, and the second is transferred to the carrier's claims service.
- 17.1.2 If during the tracing of the checked-in baggage, the contents of which deteriorates after a certain storage time, or if adverse effects of temperature, humidity or other environmental conditions (hereinafter - perishable baggage) is at risk of damage, the carrier has the right to immediately destroy all perishables baggage or a portion thereof.
- 17.1.3 Baggage without PIR does not deprive the owner of baggage right to present a claim to the carrier and a claim if it is proved that the officials of the carrier refused to draw up a report.
- 17.1.4 The carrier provides a tracing of baggage immediately upon presentation of a statement of non-receipt of passenger's baggage. If the carrier did not issue to the passenger checked baggage, pertain to customs clearance at the airport to which the baggage must be delivered according to the contract of carriage, the carrier shall inform the passenger about the actions necessary to be made by the passenger, in accordance with the customs legislation of the Russian Federation or the legislation of the country, the territory which baggage must be delivered for delivery of passenger's baggage to the specified address.
- 17.1.5 If the checked-in baggage was found, the carrier provides notification of the owner of the checked-in baggage and delivers it to the airport (point) indicated by the passenger, and the passenger's request to the specified address at no additional charge.

17.2 Left hand luggage and personal belongings.

- 17.2.1 Carry-on baggage and personal belongings, forgotten by the passenger on board and found after the flight, are stored at the airport where they were detected within six months from the date of arrival of the aircraft at the airport. Luggage and personal belongings may be implemented or destroyed in accordance with the procedure established by statutory and regulatory enactments of the Russian Federation after six months from the date of arrival of the aircraft at the airport.

Annex:

CLAIM (damage to baggage)

CLAIM (loss of baggage)

CLAIM (flight delay)

Fill-out form for details

17.3 The period for filing claims against the carrier.

- 17.3.1 ***The claim against the carrier for air transport in the territory of the Russian Federation*** may be made within six months. This period shall be calculated as follows:
- for damages in case of shortage or damage (spoilage) of cargo, and in case of delay of delivery from the day following the day of delivery of the cargo;
 - for damages in case of loss of cargo - ten days after the expiry of delivery;
 - for damages in all other cases - from the date of occurrence of the event giving rise to the claims.
- 17.3.2 ***A claim to the carrier in the international air transport*** may be made on the following dates:
- in case of damage (spoilage) of checked baggage or cargo - within seven days from receipt and no later than fourteen days from the date of receipt of the goods;
 - in case of delay in delivery of checked baggage or cargo - within twenty-one days from the date of transfer baggage or cargo at the disposal of the person entitled to receive it;

- in the event of loss of baggage or cargo - for eighteen months from the date of arrival of the aircraft at the destination airport, the date on which the aircraft ought to have arrived, or from the date of termination of the air carriage.

17.3.3 The carrier is entitled to take up a complaint after the defined date, if finds it a good reason for missing the term of the claim.

17.3.4 In the absence of a written statement and / or claims directed to the above date, a claim to the carrier cannot be presented.

17.3.5 Baggage or cargo is considered terminated if it is not found in the search, within 21 days from the day following that on which it was supposed to arrive at destination point.

17.4 The fulfilling and review of claims for checked baggage and cargo.

17.4.1 The order of definition property liability during air transportation is defined by the Air Code of the Russian Federation, the provision of the Claim Commission of LLC IKAR, the rules of carriage of passengers, baggage and cargo.

17.4.2 A claim should be presented in writing in the form of statement/claim and contain all the necessary information for its consideration.

17.4.3 Complaint statement should include:

- name of the carrier to which the complaint is filed;
- name and address of institution, enterprise, organization or person, the claimant;
- the circumstances which are the basis for the claim, the content of the claim;
- the size of the payout on the claim and its settlement, confirmed by documents (receipts, invoices, receipts, etc.);
- the list of documents attached to the application.

17.4.4 To Claim application must be attached:

- Original or certified copies of documents confirming the conclusion of the contract of transportation and confirming the applicant's right to lodge claims;
- Commercial Act, issued by the carrier confirming the presence of shortage or damage to baggage (indicating the weight of the empty suitcase) or cargo;
- A document certifying the extent of the damage caused by the loss, shortage or damage of baggage or cargo.

17.4.5 The absence of commercial act does not preclude the right to lodge a claim or right of action if it is proved that the representatives of the carrier or the airport refused to make a commercial act.

17.4.6 Claims and action are issued for each transportation document separately.

17.4.7 In case of rejection the claimant with the notice all the documents upon presentation of claims returned.

- in the case of partial satisfaction of the claim only submitted documents that are not satisfied with the basis for the payment of the claim should be returned to the applicant;
- the deadlines stipulated by the general rules of civil law considering claims should be respected.

17.4.8 If the claim is rejected in whole or in part, or a response is not filed within the prescribed period, the passenger has the right to bring an action against the carrier in the court in the manner prescribed by the civil legislation of the Russian Federation and international treaties of the Russian Federation.

17.4.9 statement or claim is directed to the postal address of the carrier, 660020, Krasnoyarsk, Zhelyabova street, 6, bldg. 2, LLC "IKAR", or by e-mail info@ikar.aero.

17.5 Validity period of legal limitation:

- 17.5.1 The Carrier shall consider it and notify in writing the consignor or consignee to accept or reject the claim within thirty days from the date of receipt of the claim.
- 17.5.2 The limitation period shall begin on the day following the receipt of the consignor or consignee response refusal or partial satisfaction of the claim, in the case of non-receipt of such a response - forty-five days after the receipt of the claim by the carrier, unless otherwise provided by the contract of carriage of goods.

18 PREPARATION AND EXECUTION OF FACT SHEET

- 18.1.1 The Company "Airline" Ikar"(hereinafter - the " Airline") the procedure for ordering, payment, training and registration certificates issued on behalf of the Airline in the following forms:
- Fact sheet on the confirmation of the fact the Airline flights.
 - Fact sheet on the verification of such performance/failure Airline flight for the inquired dates.
 - Fact sheet on the flight confirmation with the separation of the distance to the border of the Russian Federation for international flights.
 - Fact sheet on the length of the route with separation of distance before crossing the border and indicating the nearest airport to the border crossing point.
 - Fact sheet on the cost of the trip on a charter flight.
- 18.1.2 Fact sheet s are issued separately for each passenger, or a group of passengers traveling together on the same flight.
- 18.1.3 The cost of the ticket is indicated in the fact sheet only if the flight was operated on the carrier's regular flight.
- 18.1.4 The cost of the charter flight is indicated in the fact sheet in accordance with the data provided by the tour operator.
- 18.1.5 If a certificate is issued for a group of passengers, airfare is not specified in the fact sheet .
- 18.1.6 Certificates are issued on the letterhead of the carrier, on standard sheets of A4 paper (210 x 297mm). Using the other forms is prohibited. Samples of certificates listed in Annex Fact sheet and details.
- 18.1.7 Application for certificate is sent:
- in a scanned format to e-mail: pax@ikar.aero;
 - the originals to the postal address: 660020, Krasnoyarsk, Zhelyabova street, 6, bldg. 2, LLC "IKAR", SOP.

Payment, preparation and dispatch of fact sheets

- 18.1.8 The service of issue of fact sheets, at the personal request of the passenger is paid. Payment is carried out by transferring money to the account of the carrier (Annex Fact sheet and details).
- 18.1.9 Fact sheet prepared after receipt of funds for this service to the account of the carrier and sent to the address provided by the passenger.

Annex:

Fact sheet and details