

Dear passenger,

As of 8 November, Estonian Air is terminating all flights.

If you have purchased a ticket for an Estonian Air flight, please read the following information.

The flight is scheduled for a period from 8 November to 10 November, 2015

- **The ticket has been purchased from Estonian Air or a travel agency**

(airline ticket number starts with the code 960)

You will be given a replacement flight. The new booking confirmation will be sent to you via an SMS or an e-mail. If you have not received a confirmation 6 hours before the departure, please call 626 6234 or send an e-mail to rebook@esttravel.ee.

Replacement flights will be offered to passengers to the destination point and back within the whole route (airline ticket number begins with the code 960). Rebooking will begin in the order of departing flights, which means that tickets are first issued for flights departing on 8 November.

You will be offered a replacement flight that is the closest to your original route. Unfortunately, we are unable to take special requests about the route or airlines.

- **Tickets for Estonian Air flights purchased through other airlines**

(ticket number does not start with 960)

Your ticket will continue to be valid. The airline who sold the ticket (for example SAS, KLM, Brussels Airlines, etc.) will offer at least a refund for the ticket, but is very likely to offer a replacement flight. For this, please turn to the airline or travel agency that sold you the ticket.

- **If you are currently in a transfer zone, you will find information about connecting flights at the transfer flights desk.**

Transfer passengers should pay attention to their luggage, because they might need to collect the luggage at the connecting airport and register it for the new flight.

The flight is scheduled from 11 November, 2015

- **The ticket has been purchased from Estonian Air or a travel agency**

(airline ticket number starts with the code 960)

Tickets for flights departing on 11 November and later will be refunded. Please submit your application at www.estonian-air.ee. Compensation for tickets will begin on 11 December, 2015.

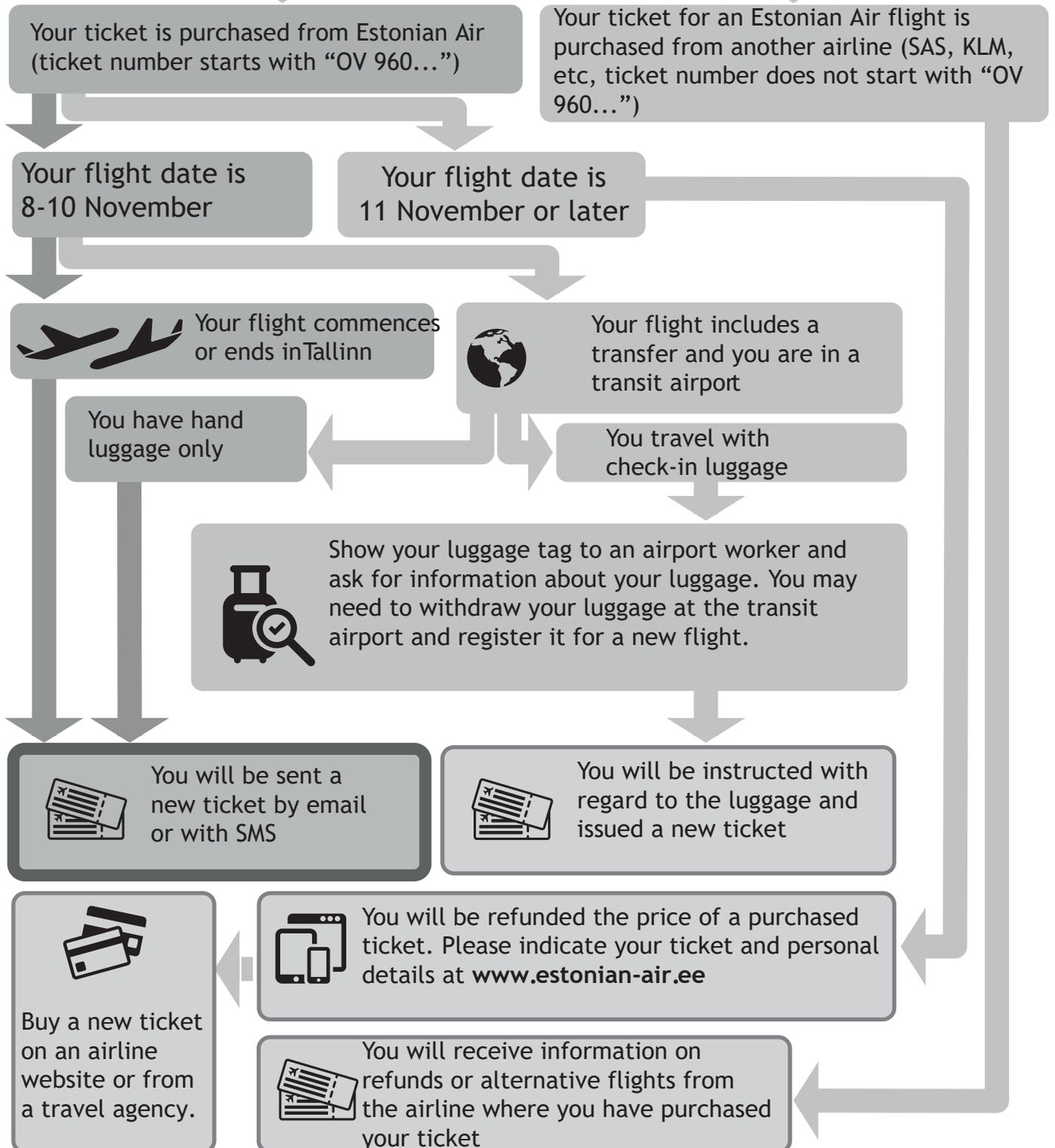
Flights are not rebooked. The passenger will have to purchase a new ticket.

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We apologize for any inconveniences



In case of any problems, please call +372 626 6234 or contact rebook@esttravel.ee