

## SERVICE CHARGES

In addition to the charges defined in the conditions of the purchased tariff, service charges are collected for change of reservation, or routing (ticket reissue), or for a ticket refund, with respect to the place of ticket issue.

PLACE OF TICKET ISSUE	CHANGE OF RESERVATION	CHANGE OF ROUTING	TICKET REFUND
Austria	25 EUR	25 EUR	25 EUR
Belgium	15 EUR	15 EUR	10 EUR
Bulgaria	–	10 EUR	10 EUR
Croatia	100 HRK	100 HRK	240 HRK
Cyprus	35–50 EUR*	35–50 EUR*	–
Czech Republic	900 CZK	900 CZK	900 CZK
Denmark	115 DKK	115 DKK	115 DKK
Egypt	–	–	20 EGP
Estonia	15 EUR	15 EUR	15 EUR
Finland	15 EUR	15 EUR	15 EUR
France	15 EUR	15 EUR	30 EUR
Germany	25 EUR	25 EUR	25 EUR
Great Britain	15 GBP	15 GBP	15 GBP
Greece	30–60 EUR*	30–60 EUR*	30–60 EUR*
Hungary	5500 HUF	5500 HUF	5500 HUF
Ireland	–	45 EUR	30 EUR
Israel	40 USD	40 USD	–
Italy	20 EUR	20 EUR	20 EUR
Latvia	11 LVL	11 LVL	11 LVL
Lebanon	30 USD	30 USD	–
Lithuania	52 LTL	52 LTL	52 LTL
Macedonia	620 MKD	620 MKD	620 MKD
Netherlands	15 EUR	15 EUR	15 EUR
Norway	120 NOK	120 NOK	120 NOK
Poland	50 PLN	50 PLN	50 PLN
Romania	–	10 EUR	10 EUR
Russia	400 RUB	400 RUB	400 RUB
Slovakia	33 EUR	33 EUR	33 EUR
Slovenia	15 EUR	15 EUR	15 EUR
Spain	20 EUR	15 EUR	15 EUR
Sweden	150 SEK	150 SEK	150 SEK
Switzerland	20–25 CHF*	20–25 CHF*	50 CHF
Ukraine	100 UAH	100 UAH	100 UAH

\* the value of the charge depends on the booking class and itinerary