



## GROUND SERVICE

As you set off on your journey, we will try to make it as comfortable, easy and safe as possible. Aeroflot's quality service concept includes ground service for our passengers.

We consistently strive to improve the quality of our services and expand their range. Sheremetyevo airport handles most of Aeroflot's flights and our SkyTeam partners.

Russia's largest international airport, Sheremetyevo, is the hub for Aeroflot and its SkyTeam partners.

Non-standard  
Baggage



Rules for Baggage  
Allowance



## ONLINE SERVICES

A special Aeroflot Info Centre will contact passengers by phone, SMS and e-mail, automatically reporting changes in flight schedules, should they occur.

New extra paid services on the website:

- order health insurance;
- book Aeroexpress tickets;
- buy virtual gift certificates;
- "guaranteed price" service.

The main sections of the website have been adapted for people with special needs (order special services when booking).

## NEW SERVICES



SMS notification to passengers that check-in has commenced



Online access to the search and recovery of lost luggage available at Aeroflot website



Online check-in



Mobile app



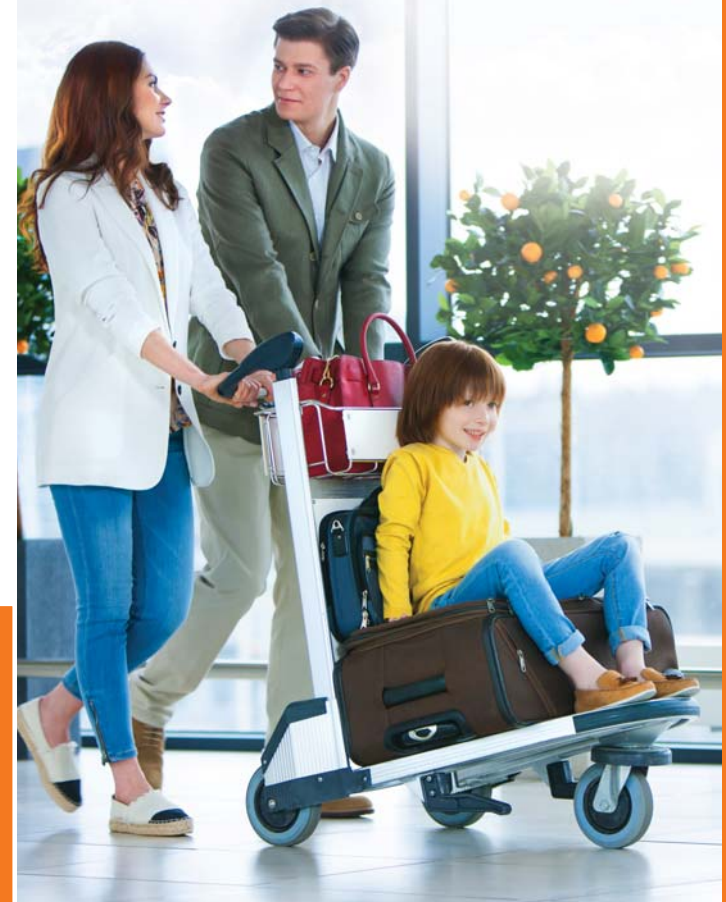
Automatic updates in the event of delays



Average waiting time for service personnel at the Contact Centre is 30 to 60 seconds



## TRAVEL WITH BENEFITS



## ECONOMY CLASS



## ON BOARD

Aeroflot offers one of the best basic class services on the market with an optimal range of quality services for an attractive price. Aeroflot's traditional service quality, combined with modern aircraft, comfortable cabins and highly professional and hospitable cabin crew will help make your Aeroflot Economy Class flight special.

Passengers can upgrade their seat at all Aeroflot check-in counters and experience Space+ service<sup>1</sup>. Increased pitch and more leg room provide a significant comfort advantage on long-haul flights.



## IN-FLIGHT MENU

First and foremost, flying means new impressions, among which the importance of appetising, tasty menu offers should not be underestimated. For this very reason, we revise the menu for Economy Class passengers every six weeks.

Every season Aeroflot experts conduct extensive research and development of in-flight menus for each cabin, taking into consideration flight duration, season and specific passengers' needs. All in-flight meals are developed in line with the latest health and nutritional recommendations.



## ONBOARD ENTERTAINMENT AND CONNECTIVITY

Aeroflot aspires to make the flight both comfortable and entertaining for its passengers, making use of the latest onboard entertainment technologies and a multifaceted approach to the organisation of passenger leisure activities during the flight.

Aeroflot offers daily newspapers, our own inflight magazines (Aeroflot, Aeroflot Style and Cinema & Entertainment<sup>1</sup>), a wide range of options through the onboard entertainment system<sup>2</sup>, Wi-Fi Internet access<sup>2</sup>, onboard access to mobile calls<sup>3</sup>, SKYSHOP shopping<sup>4</sup>, plus surprises and gifts for the youngest passengers.



76.2–81.28 cm seat pitch<sup>2</sup>



In-flight meals with hot and cold beverages<sup>3</sup>



Free baggage allowance – 1 piece, 23 kg<sup>4</sup>



Travel kit, blanket and pillow<sup>5</sup>



Modern onboard entertainment system<sup>6</sup>

 **15** types of specialised in-flight meals<sup>1</sup>

## ITEMS OF COMFORT<sup>2</sup>



Comfortable pillow



Eye mask



Blanket



Slippers

## CHILDREN'S KITS<sup>5</sup>

3+



3+



6+



6+



<sup>1</sup> Paid service.

<sup>2</sup> Subject to aircraft type.

<sup>3</sup> Available on flights over 2 hours.

<sup>4</sup> Subject to route. Economy Class – Premium Group – two pieces under 23 kg each. Economy Class – remaining fare groups – one piece under 23 kg.

<sup>5</sup> Subject to flight time. Travel kits are available on flights over 8 hours.

Pillows are available on flights over 6 hours. Blankets are available on flights over 3 hours.

<sup>6</sup> Subject to aircraft type. Please enquire with your flight attendant about availability.

<sup>1</sup> Service may not be available on some flights. For additional information visit [www.aeroflot.com](http://www.aeroflot.com).

<sup>2</sup> Subject to flight time. Travel kits are available on flights over 8 hours. Pillows are available on flights over 6 hours. Blankets are available on flights over 3 hours.

<sup>1</sup> Service is available on the following types of aircraft: Boeing 777-300ER, Boeing 737-800 (Business Class), Airbus A330, Airbus A320 (Business Class, subject to route).

<sup>2</sup> Subject to route and aircraft type. Please enquire with your flight attendant about availability.

<sup>3</sup> SMS, MMS, mobile internet. Paid service. Service is available on the following types of aircraft: Boeing 777-300ER, Airbus A330.

<sup>4</sup> Learn more at: [www.aeroflot.ru/ru-en/information/onboard/shopping](http://www.aeroflot.ru/ru-en/information/onboard/shopping) or enquire with your flight attendant.

<sup>5</sup> Kits depicted may vary.