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@estravel.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.

• Tickets for Estonian Air flights purchased through other airlines (ticket number does not start with 960)

Tickets 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.



Your ticket is purchased from Estonian Air (ticket number starts with "OV 960...")

Your ticket for an Estonian Air flight is purchased from another airline (SAS, KLM, etc, ticket number does not start with "OV 960...")

Your flight date is 8-10 November

Your flight date is 11 November or later



Your flight commences or ends in Tallinn



Your flight includes a transfer and you are in a transit airport

You have hand luggage only

You travel with check-in luggage



Show your luggage tag to an airport worker and ask for information about your luggage. You may need to withdraw your luggage at the transit airport and register it for a new flight.



You will be sent a new ticket by email or with SMS



You will be instructed with regard to the luggage and issued a new ticket



Buy a new ticket on an airline website or from a travel agency.



You will be refunded the price of a purchased ticket. Please indicate your ticket and personal details at www.estonian-air.ee



You will receive information on refunds or alternative flights from the airline where you have purchased your ticket

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