

Travel Website Revalidates Thousands of Annulled Airline Tickets

By [The Moscow Times](#)

January 10, 2014

Time	Destination	Flight	Status
07:00	Aberdeen	BD050	Cancelled
07:00	Geneva	BD672	Cancelled
07:05	Berlin	LX359	Cancelled
07:05	Frankfurt	BD841	Cancelled
07:10	Hamburg	LH923	Cancelled
07:15	Munich	LH3397	Cancelled
07:50	Dublin	LH2483	Cancelled
07:55	Larnaca	EI151	Gates 77-86
08:00	Auckland	CY1327	Please wait
	via: Los Angeles	NZ001D	Please wait
08:00	Auckland	NZ002	Cancelled
	via: Los Angeles		
08:10	Dusseldorf	LH3381	Please wait
08:15	Lisbon	TP353	Cancelled
08:15	Lisbon	TP4355	Gate opens 08:55
08:20	Stuttgart	LH3399	Cancelled
08:30	Brussels	SN2092	Please wait
08:35	Manchester	BD582	Cancelled
08:50	Edinburgh	BD052	Cancelled
08:50	Aberdeen		
08:50	Milan-Malpensa	EI153	Gates 77-86
08:50	Zurich	LH3771	Cancelled
08:55	Geneva	LX317	Cancelled
09:00	Reykjavik	LX353	Gate opens 08:05
09:05	Hamburg	FI453	Gate opens 08:00
09:10	Berlin	LH3391	Cancelled
09:10	Vienna	BD843	Gate opens 08:25
09:15	Cairo	OS452	Cancelled
09:30	Moscow	BD771	Gate opens 08:15
09:30	Belfast	BD891	Gate opens 08:30
09:35	Munich	EI031	Cancelled
09:45	Larnaca	LH2471	Cancelled
09:55	Glasgow	CY327	Gate opens 08:30
09:55	Manchester	BD004	Cancelled
09:55	Cork	BD588	Cancelled
10:00	Dublin	EI711	Cancelled
10:05	Shannon	EI155	Cancelled
10:05	Chicago	EI381	Cancelled
10:25	Los Angeles	UA929	Cancelled
10:30	Athens	UA935	Cancelled
10:30	Athens	A32603	Gate opens 09:50
10:35	Warsaw	LO282	Cancelled

Though the flights themselves weren't canceled, travelers were put into a panic when their tickets were annulled. [seanfoneill](#)

Many Russians who reserved their post-New Year travel through the website Eviterra.com woke up to an unpleasant surprise this weekend: Their tickets have been canceled and no refunds have been issued.

The site which offers discount prices on airline tickets, said in a website statement on Sunday that more than 6,000 tickets had been voided because of a "financial conflict" with a travel agency through which it booked the flights, Avia Center. It blamed Avia Center for the cancellations.

Eviterra founder Nikolai Zayarny told the Roem.ru website that his company had failed to settle its bills to Avia Center for 10 days' worth of services, prompting Avia Center to begin voiding the tickets.

In a group set up on the VKontakte social network for complaints about Eviterra, titled "Crooks in Eviterra and the annulled tickets," one commenter said that he had seen nearly \$7,000 worth of tickets to Thailand voided, and expected more losses on non-refundable hotel reservations.

By Monday, however, Eviterra had posted a new announcement on its website, saying that it was working out its dispute with Avia Center, and that all tickets for flights scheduled to depart on Monday through Saturday were valid once again.

"As for the departures that are scheduled to take place after Jan. 12, the negotiations are still going on, and we will without fail inform all our passengers," the statement said.

The company also said that the return tickets of travelers who had already left would remain valid, regardless of their return date.

Russia's Federal Tourism Agency has also opened a telephone hotline (8-800-250-68-60) for Eviterra customers who are at risk of losing the tickets they had bought, the Russian News Service reported.

Original url:

<https://www.themoscowtimes.com/2014/01/10/travel-website-revalidates-thousands-of-annulled-airline-tickets-a30914>