

# REGULATIONS FOR CARRIAGE OF PASSENGERS, BAGGAGE AND CARGO

## CHAPTER 1. PURPOSE OF THE DOCUMENT

### 1.1. GENERAL INFORMATION

#### 1.1.1. Document Information

"Rules for the air transportation of passengers, baggage and cargo of Sam air LLC" (hereinafter referred to as the Rules) were developed by the Ground Handling Department (hereinafter referred to as the UNO) of Sam air LLC (hereinafter referred to as the Airline).

#### 1.1.2. Purpose of document

The purpose of these Rules is to establish the requirements and general conditions for the activities of the Airline related to the air transportation of passengers, baggage and cargo, in accordance with the legislation of the Republic of Uzbekistan and international legal documents in the field of air transportation

#### 1.1.3. Area of application

These Rules are an internal regulatory document of the Airline, are among the general governing documents of the Airline, perform the function of a document designed to establish the requirements and standards of the Airline for the air transportation of passengers, baggage and cargo

#### 1.1.4. The procedure for approval, publication and updating of the Rules

The procedure for the development, approval, approval, control, updating and storage of this document is determined by the "Guidelines for the management of documented information of Sam air LLC".

The rules are introduced by the order of the General Director of Sam air LLC.

#### 1.1.5. Terms and Definitions

**Airline-** Sam air LLC, which issues a transportation document, performs or undertakes to carry out air transportation, and also provides or undertakes to provide services related to such transportation, in accordance with the transportation or payment document issued by Sam air LLC or otherwise authorized by it face.

**Aviation security-** set of measures, as well as human and material resources intended for protection civil aviation from acts of unlawful interference.

**Agent-** an individual or legal person authorized to act on behalf of and on behalf of the Airline to attract passengers and cargo, arrange and sell transportation on the Airline's flights on the terms of an agency agreement concluded with him.

**Commercial act-** a document certifying the circumstances that may serve as the basis for the property liability of the Airline, passengers, consignors and recipients of cargo. It is drawn up at the airport of destination when baggage or cargo is issued, if any malfunctions are detected during transportation. A commercial act can also be drawn up at the airport of departure or at an intermediate airport. A commercial act is drawn up by authorized representatives of the carrier with the participation of the recipient, if the malfunction is discovered in his presence, or with the involvement of the person who discovered the malfunction of the cargo or baggage. The commercial act serves as the basis for tracing luggage and cargo or their owners, investigating the causes and identifying the perpetrators of damage, loss and theft of luggage or cargo, satisfying or rejecting claims of passengers, recipients and senders of cargo.

**PIR-Property Irregularity Report-** a document issued by the Airline in the presence of a passenger immediately upon discovery of damage caused to baggage carried by aircraft of one or more carriers. The act is signed by the Airline and the passenger.

**Cargo Irregularity Report (CIR Cargo Irregularity Report)-** a document issued immediately upon discovery of damage caused to the cargo, which was transported by aircraft of one or more carriers. The act is signed by the Airline and the consignee.

**Cargo damage/lost report-** a document reporting a malfunction of the cargo or documentation for this cargo, as well as the lack of documentation, issued by the Airline or a cargo agent. The report is signed by representatives of the Airline, cargo agent and issued to the consignee together with the Cargo Irregularity Report, signed by the consignee and the Airline or cargo agent issuing the cargo.

**Act of unlawful interference-** unlawful violent actions or threat of such actions by a person (a group of persons) in relation to an aircraft, passengers, crew members, ground personnel and airport facilities that pose a threat to flight safety, life and health of people.

**Airport-** a complex of structures, including an aerodrome, an air terminal, and other structures, intended for the reception and departure of aircraft, air transportation services and having the necessary equipment for these purposes.

**Airport international-** an airport that is open for the reception and departure of aircraft performing international air transportation, where customs, border, sanitary-quarantine and other types of control are carried out.

**Airport (point) final-** the airport (point) at which the flight is completed according to the schedule (flight plan).

**Airport (point) of destination-** the airport (point) to which the passenger, baggage or cargo must be delivered, according to the air transportation agreement.

**Airport (point) starting-** the airport (point) from which the flight starts according to the schedule (flight plan).

**Airport (point) stops-** an intermediate airport (point) at which the passenger, according to the air carriage agreement, temporarily interrupts the flight for more than 24 hours.

**Airport (point) of departure-** the airport (point), from which, according to the air carriage agreement, the carriage of a passenger, baggage or cargo begins (or continues).

**Airport (point) intermediate (transit)-** airport (point) located along the flight route, in which, according to the schedule (flight plan), landing of the aircraft is provided.

**Airport (point) transfer-** the airport (point) indicated in the transportation document of the passenger, the consignor, in which, according to the air transportation agreement, the passenger makes a transfer (when connecting between flights up to 24 hours), and also baggage and cargo are reloaded from one flight to another for further travel along the transportation route.

**Baggage-** personal belongings of a passenger transported by the Airline on an aircraft on the basis of an air carriage agreement.

**Baggage tag-** a document issued by the Airline to identify the checked baggage; part of the baggage tag is attached to each piece of checked baggage; the other part of the tag is given to the passenger.

**Checked baggage-** passenger's baggage accepted by the Airline for transportation under its own responsibility for its safety and for which he issued a baggage receipt and a baggage tag.

**Unchecked baggage - hand luggage-** baggage included in the free baggage allowance established by the carrier and carried with the passenger and under his care.

**Unclaimed baggage-** baggage that arrived at the airport (point) of destination indicated on the baggage tag and was not received by the passenger.

**Oversized baggage-** passenger baggage, the dimensions of one piece of which in a packed form, in the sum of three dimensions, exceeds 203 cm.

**Baggage paid (excess)-** part of the baggage weight that exceeds the free baggage allowance established by the Airline or requires payment regardless of the specified allowance.

**Insured baggage -**the value of baggage declared to the carrier by the passenger in order to determine the amount of the fee paid for the carriage of such baggage and to determine the limit of the carrier's liability for its loss, damage or delay.

**Unaccompanied baggage-** passenger's personal baggage carried as cargo on air waybill;

**Transfer baggage-** baggage, which, in accordance with the air carriage agreement, is reloaded at the airport (point) of transfer from an aircraft operating one flight to an aircraft operating another flight along the air transportation route. Heavy baggage - passenger's baggage, weighing more than 32 kg per item.

**Ticket (passenger ticket)**- a transportation document certifying the conclusion of an agreement and the terms of air transportation between the passenger and the Airline for the air transportation of the passenger and his baggage.

**Tag "hand luggage"**- a document issued by the Airline to identify the passenger's hand luggage.

**Booking**- preliminary assignment for a certain period of time for a passenger of a seat on an aircraft for a certain flight and date, or preliminary assignment of the volume and tonnage for the carriage of baggage, cargo on an aircraft.

**Domestic air transportation**- air transportation in which the point of departure, point of destination and all points of landing are located in the territory Republic of Uzbekistan.

**Refunds**- payment to the passenger or the consignor of cargo, or to a person authorized by him, of part or all of the cost of air transportation or services that were previously paid by him, but not used or not used in full.

**air transportation**- transportation of passengers, baggage, cargo on aircraft on the basis of and in accordance with the terms of the air carriage agreement.

**Unloading from the aircraft**- the process of removing baggage, cargo from the aircraft after it has landed by the Airline or the Handling Company.

**Beneficiary**- the victim, whose health and (or) property was harmed. When harm is caused to the life of the victim, the beneficiaries in relation to the reimbursement of the necessary expenses for burial are recognized as persons who actually incurred such expenses, and in relation to the rest of the insurance indemnity - citizens who have the right to compensation for harm in the event of the death of the breadwinner in accordance with civil law, in the absence of such citizens - spouse, parents, children of the deceased, citizens who had the victim dependent, if he did not have independent income.

**Disembarkation from aircraft**- the process of leaving the aircraft by passengers after its landing under the supervision of the Airline or the Handling Organization.

**Cargo**- property transported or accepted for transportation on aircraft, in accordance with the contract for the carriage of goods by air, with the exception of baggage and mail. Unaccompanied baggage issued on a bill of lading is also considered cargo.

**Undocumented cargo**- cargo that arrived at the airport without an air waybill and other necessary documents, or cargo that is in a warehouse and does not have documents.

**Ownerless cargo**- goods whose ownership has not been established within 6 months from the moment of discovery.

**Unclaimed cargo**- cargo not received within the period established by the Airline, from the date of notification of the recipient, confirmed by documents.

**Oversized cargo**- cargo, the dimensions of one piece of which exceed the overall dimensions of the loading hatches and cargo compartments of passenger aircraft on which it is carried.

**Bulk cargo (lightweight)**- cargo, the weight of one cubic meter of which is less than one hundred and sixty-seven kilograms.

**Dangerous cargo**- products or substances that, when transported on aircraft, are capable of endangering the life and health of passengers, flight safety, the safety of property, as well as the environment, and which are listed in the list of dangerous goods in the "Technical Instructions for the Safe Transport of Dangerous Goods" or are classified in according to these instructions.

**Transfer cargo**- cargo, which, in accordance with the air transportation agreement, is reloaded at the airport (point) of transfer from an aircraft operating one flight to an aircraft operating another flight along the air transportation route.

**Heavy cargo**- cargo weighing a separate piece of 80 kg or more.

**consignment note**- a transportation document certifying the conclusion of a contract for the carriage of goods by air, its terms and conditions and acceptance of the goods for carriage.

**Freight shipment**- one or more pieces of cargo, which are simultaneously accepted by the Airline from one consignor and follow one air waybill to one consignee.

**Cargo lot**- cargo accepted for transportation from one sender to one or more consignees under several air waybills.

**Cargo terminal**- a complex of structures intended for cargo handling.

**Shipper**- a legal or natural person that has concluded an air cargo transportation agreement with the

Airline and is indicated in the air waybill as the consignor of the cargo.

**Consignee-** a legal or natural person, which is indicated in the air waybill, as the consignee of the cargo.

**Contract of charter (charter) of an aircraft-** an agreement under which one party (the charterer) undertakes to provide the other party (the charterer) for a fee for the performance of one or more flights, one or more aircraft, or part of the aircraft for the air transportation of passengers, baggage and cargo.

**pre-flight screening-** checking hand luggage, baggage and passengers (body search), aircraft, cargo, aircraft crews, on-board stores in order to detect substances and items prohibited for transportation (explosive, flammable, radioactive, poisonous substances, weapons, ammunition, drugs and etc.) in air transport under the terms of aviation security.

**Single carriage-** transportation of passengers, baggage and cargo, carried out from the airport of departure to the airport of destination by several carriers under one transportation document (including additional transportation documents issued with it), is considered as a single transportation, regardless of whether there were transfers, reloading or break in transportation.

**Receipt of paid baggage-** a document certifying payment by the passenger for the carriage of baggage, the weight of which exceeds the norm established by the Airline or the carriage of which is subject to mandatory payment.

**Discounted or special fare transportation-** transportation provided to a special category of passengers with certain advantages, discounts or additional rights compared to other passengers and in accordance with the established rules of the Airline and the legislation of the Republic of Uzbekistan

**Marking-** designation of individual places of cargo with appropriate labels for its identification (text, symbols and pictures on the package).

**Itinerary receipt** -extract from the automated information system for issuing air transportation, part of the electronic ticket. Issued and issued to the Passenger (sent electronically via the information and telecommunications network) after the latter pays the full cost of air transportation, including fees and special services, contains information about the name of the carrier, date of purchase of the ticket, passenger data, information about the flight (number, time of departure , route), as well as other additional information that the Carrier deems necessary.

**Transportation route-** the airports (points) of departure, transfer, stopover and destination indicated in the passenger ticket (when transporting cargo - in the air waybill) in a certain sequence.

**International air transportation-** carriage in which the point of departure and the point of destination are located:

- respectively on the territory of two states;
- on the territory of one state, if the point (points) of landing on the territory of another state is provided.

**International Civil Aviation Organization (ICAO)-** World intergovernmental organization established on the basis of the Convention on International Civil Aviation, signed in Chicago on December 7, 1944, in order to promote the safe and orderly development of international civil aviation throughout the world.

**Service organization-** an organization performing, in accordance with the agreement concluded with the Airline, airport and ground handling of aircraft, passengers, baggage, cargo and mail.

**Cargo handling-** a set of operations related to the acceptance, registration for transportation, picking of cargo, carried out during the preparation of the aircraft for departure, as well as with the dismantling of cargo upon arrival.

**Transport infrastructure facilities (OTI)-** technological complex, including airports and airfields.

**Volume weight-** the value obtained by dividing the product of length, height and width (in centimeters) by a special factor of 6000.

**Miscellaneous Charges Order (MCO)-** a payment document issued to a passenger by the Airline or its agent to pay for a ticket, baggage transportation and other services related to the fulfillment or change in the conditions of transportation.

**Stopover-** a temporary interruption of transportation agreed by the passenger with the Airline at any

point, between the points of departure and destination.

**Airline sales offices-** ticket sales points, the list of which is indicated on the website [www.airsamarkand.com](http://www.airsamarkand.com).

**Passenger-** a person, with the exception of a crew member, who is transported or is to be transported on an aircraft in accordance with an air carriage agreement.

**transit passenger-** a passenger who, in accordance with the air carriage agreement, is further transported on the same flight that arrived at the intermediate airport.

**Transfer passenger-** a passenger who, in accordance with the air carriage agreement, arrived at the airport (point) of transfer (transfer) on one flight and continues to fly on another flight along the route of carriage.

**Damage to luggage, cargo-** bringing baggage or cargo into disrepair during the period of carriage, as a result of which they cannot be fully or partially used for their original purpose.

**Boarding pass** -a document confirming the fact of acceptance of the passenger for carriage. The boarding pass must display the following information: the passenger's name and surname, flight number, points of departure and destination, date and time of flight departure, boarding end time, registration number, seat number in the aircraft cabin, boarding gate number.

**Airline representative** -authorized person of the Airline at the airport.

**Claim-** a written claim of an interested person declared by the Airline for compensation for damages resulting from air transportation.

**Carrying capacity-** part of the passenger cabin, baggage, cargo compartments of the aircraft used for commercial loading.

**Flight-** an aircraft flight (scheduled or non-scheduled), performed in one direction from the initial to the final destination of the route.

**Flight extra-** an aircraft flight performed in addition to the schedule along the same route on which regular flights are carried out.

**Scheduled flight (regular)-** an aircraft flight performed along the transportation route in accordance with the established schedule.

**Charter flight-** an aircraft flight performed in accordance with an aircraft charter agreement.

**hand luggage-** personal belongings of a passenger that do not contain substances and items prohibited for transportation in the aircraft cabin, the weight and dimensions of which are established by the Airline and allow them to be safely placed in the aircraft cabin

**Collection-** the fee established by the Airline or its agent, charged for additional services for the air transportation of a passenger, baggage or cargo.

**Rate-** a fee charged by the Airline for the air transportation of a passenger, or for the transportation of a unit of mass or volume of baggage, or cargo from the point of departure to the point of destination, along a certain route.

**Tariff is normal-** the tariff of the corresponding class of service, valid without any restrictions for one year (except for seasonal tariffs, the validity of which is determined by the transportation season).

**Normal freight rate-** the tariff charged for air transportation of 1 kg of cargo and valid without limitation until further changes.

**Special tariff-** a tariff different from the "normal" one and set taking into account discounts.

**Technical Instructions for the Safe Transport of Dangerous Goods by Air-** a document approved and issued by the Council of ICAO, which sets out the detailed requirements applicable to the international civil transport of dangerous goods by air.

**Electronic passenger ticket (hereinafter referred to as electronic ticket)** -a document used to certify a contract for the air carriage of a passenger and baggage, in which information on the air carriage of a passenger and baggage is presented in electronic digital form in the ETDB electronic ticket database (e-ticket data base).

**Embargo-** the refusal of the Airline for a limited time to accept for carriage on any route, to (from) any point and / or from any transfer carrier any cargo, regardless of its class or type.

**Abbreviations:**

**AWB-** air waybill;

**DCS-** Departure Control System;

**LOADSHET-** the consolidated loading list is one of the main flight documents, includes information

on commercial loading and flight safety data on the weight and balance of the aircraft;  
**VIP**- Very Important Person (very important person);  
**CAA "UzAviation"**- Civil Aviation Agency under the Ministry of Transport of the Republic of Uzbekistan  
**ABS**- automated booking system;  
**BB**- explosives;  
**VVL**- domestic air routes;  
**VLP**- spring-summer period;  
**WFP**- runway strip;  
**AC**- aircraft - an aircraft maintained in the atmosphere due to interaction with air, different from interaction with air reflected from the surface of the earth or water;  
**CAA**- Civil Aviation;  
**fuel and lubricants**- fuels and lubricants;  
**IATA (IATA)**- International Air Transport Association;  
**UBP and QC**- Office for Flight Safety and Quality Control;  
**ICAO (IKAO)**- International Civil Aviation Organization;  
**CPT**- aircraft commander - a pilot appointed by the operator to perform the duties of commander and be responsible for the safe performance of the flight;  
**KPK**- refresher courses;  
**PP**- parking place;  
**GH**- ground handling;  
**ATC** - air traffic control;  
**DG**- dangerous goods;  
**OZP**- autumn-winter period;  
**HS**- Health & Safety;  
**PGV**- postal and cargo list;  
**PDS**- production and dispatching service;  
**PDO**- production and dispatching department;  
**SAB**- aviation security service;  
**SDAB**- air security screening service;  
**SSU**- aircraft loudspeaker;  
**SZV**- summary-loading list;  
**Blue Ice**- snow and ice deposits;  
**SOP**- transportation organization service;  
**SOP GP**-service for the organization of postal and freight transportation;  
**TO**- Maintenance;  
**FT**- fuel tanker;  
**CC**- flight control center;  
**Full name**- Full Name;

## CHAPTER 2. GENERAL PROVISIONS

### 2.1. Application area

These Rules are the main regulatory document governing the activities of the Airline in the implementation of air transportation of passengers, baggage and cargo on the flights of the Airline. These Rules are developed on the basis of international and regulatory documents of the Republic of Uzbekistan (hereinafter referred to as RUz) in the field of organization of transportation by air transport. These Rules are posted on the official website of the Airline at the address on the Internet [www.airsamarkand.com](http://www.airsamarkand.com)

### 2.2. Compliance with laws and government requirements

2.2.1. All rights and obligations of the carrier arising from the contract of air carriage on the lines of

the airline are governed by the following documents:

- the provisions of existing multilateral and bilateral agreements between the Republic of Uzbekistan and other countries;
- Air Code of the Republic of Uzbekistan and other legislative acts of the Republic of Uzbekistan;
- Code of the Republic of Uzbekistan on administrative responsibility;
- Instructions for organizing the protection of especially important, categorized objects and transported special cargo, approved by the Decree of the President of the Republic of Uzbekistan dated July 1, 2014 No. PP-2197;
- these Rules;
- agreements, one of the parties to which is the airline (carrier).

2.2.2. Transportation performed in accordance with these Rules is subject to the relevant laws, rules and regulations of the state authorities of any country, to, from or through the territory of which such transportation is carried out.

### **2.3. Applying the rules**

2.3.1. These rules are drawn up in accordance with Article 95 of the Air Code of the Republic of Uzbekistan, as well as on the basis of national and international legal documents in the field of air transportation.

2.3.2. These rules apply when performing domestic and international air transportation (hereinafter referred to as transportation) of passengers, baggage and cargo on scheduled flights and additional flights operated by the Airline. The Rules establish the rights, duties and responsibilities of the Airline, citizens, consignors and consignees using the services of the Airline.

2.3.3. The rules apply to the international air transportation of passengers, baggage and cargo, if they do not contradict conventions in the field of international air transportation, documents of the International Civil Aviation Organization (ICAO), as well as existing international treaties and agreements of the Republic of Uzbekistan on air traffic.

2.3.4. The Rules establish the general conditions for the carriage of passengers, baggage and cargo, which must be observed when concluding and in the process of fulfilling the terms of the contract for the carriage of passengers, baggage and cargo by air.

2.3.5. When concluding an agreement for the air carriage of passengers, baggage and cargo, the rules, tariffs and fees that are in force on the date of registration of the transportation document are applied.

2.3.6. Issues related to the application of these rules and other regulatory documents issued in the development of these rules that arise with passengers and their baggage, consignors (consignees) when registering the sale of transportation, performing procedures for registering transportation documents, boarding and disembarking (loading and unloading), should be resolved officials of the Airline, its Authorized Agents, or officials of the Handling Organization.

### **2.4. Regulations**

2.4.1. The rights, obligations and responsibilities of the parties arising from the contract for the air carriage of passengers, baggage and cargo are governed by:

- Air Code and other regulatory legal acts of the Republic of Uzbekistan;
- Convention for the unification of certain rules relating to international air transportation, as well as the provisions of existing international treaties and agreements of the Republic of Uzbekistan;
- these rules.

2.4.2. The international carriage of passengers, baggage and cargo is subject to the relevant mandatory regulations, rules and regulations of the competent authorities of the country, to, from or through the territory of which the carriage is carried out.

2.4.3. If any provisions specified in these rules or in the transportation document are in conflict with the legislation of the relevant country and which cannot be changed by the parties to the air transportation agreement, then such provisions remain in force and are considered part of the transportation agreement only to the extent that in which they do not contradict the specified legislation. At the same time, the contradictions of any provision do not cancel the effect of other

provisions of these rules.

2.4.4. For international air transportation, the liability of the Airline is governed by conventions relating to international air transportation, to which the Republic of Uzbekistan has acceded, ICAO documents, with the exception of those transportations that, by definition of these documents, are not such.

## **2.5. Changing the rules**

2.5.1. These rules, as well as other rules, guidelines, instructions and documents issued in their development, regulating air transportation, may be changed by the Airline without prior notice to passengers, consignors, consignees, provided that no such change is applied after the start of transportation. In this case, changes to these rules come into force from the moment of official approval. These rules may be amended in connection with the requirements of the current legislation of the Republic of Uzbekistan, international treaties, agreements on air traffic.

2.5.2. Representatives of the Airline, as well as agents providing services on its behalf and servicing the air transportation of passengers, baggage and cargo, do not have the right to change or cancel the provisions of the air transportation rules established by the Airline.

# **CHAPTER 3. CONDITIONS FOR AIR CARRIAGE OF PASSENGERS, BAGGAGE AND CARGO**

## **3.1. Air Carriage Agreement for Passengers and Cargo**

3.1.1. The contract for the carriage of passengers and baggage by air, the contract for the carriage of goods by air or the contract for the carriage of mail by air shall be certified, respectively, by a ticket and a baggage receipt, a freight and postal bill of lading, as well as other transportation documents drawn up on paper or in electronic form.

3.1.2. Air transportation of passengers, baggage and cargo is carried out by the Airline on the basis of the Air Carriage Agreement in compliance with these rules.

3.1.3. Under the passenger air carriage agreement, the Airline undertakes to transport the passenger to the point of destination, providing him with a seat on the aircraft flying along the route specified in the ticket, and in the event that the passenger checks in the baggage, also deliver the baggage to the point of destination and issue it to the passenger or authorized to receive it. face luggage. The delivery time of the passenger and baggage is determined by the schedule established by the Airline and these rules of air transportation. The passenger of the aircraft is obliged to pay for air transportation at the established rate, and if he has baggage in excess of the established free baggage allowance or baggage subject to mandatory payment, also pay for the carriage of this baggage.

3.1.4. Under the contract for the carriage of goods by air or the contract for the carriage of mail by air, the Airline undertakes to deliver the cargo or mail entrusted to it by the sender to the destination point and issue them to the person (recipient) authorized to receive the cargo or mail, and the sender undertakes to pay for the air carriage of cargo or mail at the established rate.

## **3.2. Shipping documentation**

3.2.1. The shipping documents are:

- when transporting a passenger and baggage - a ticket and a baggage receipt, a baggage tag;
- when transporting baggage subject to payment - a receipt for payment of excess baggage;
- when transporting cargo - air waybill;
- when the passenger, the consignor and the consignee pay fees and charges for the services provided, relating to the performance of the air carriage agreement - a Miscellaneous Charges Order (MCO).

3.2.2. Registration of transportation documents is carried out by entering the necessary data into the



electronic or paper form of the transportation document in manual, automated or electronic mode. The ticket is issued electronically.

### **3.3. Flight schedule, schedule changes**

3.3.1. Air transportation of passengers, baggage and cargo between settlements (airports) along the transportation route can be carried out on a regular and irregular (charter) basis.

3.3.2. Regular flights are operated in accordance with the aircraft traffic schedule, formed by the Airline and published in the computer data bank of the aircraft schedule. Charter flights are carried out in accordance with the plan (schedule) of charter flights.

3.3.3. The published schedule of aircraft movements must reflect the following information for each scheduled flight:

- departure airport;
- destination airport;
- airports located along the transportation route, where landing is provided according to the aircraft traffic schedule;
- Airline code;
- flight number;
- days of the week of the flight;
- time of departure and arrival;
- flight period;
- aircraft type.

Aircraft timetables may contain other information.

3.3.4. The airline, without prior notice to passengers, may replace the carrier indicated on the ticket and make changes to the flight schedule based on weather changes, aviation security, the need to prevent violations of the requirements of the legislation of the country where the take-off, landing, transit or flight takes place, as well as for technical reasons. At the same time, the carrier must use all the necessary opportunities for the timely delivery of passengers and their luggage. In any of these cases, the Airline must take all possible measures to inform passengers, shippers with whom an agreement for the air carriage of passengers and baggage, an agreement for the air carriage of cargo has been concluded, about changing the schedule of aircraft in any way possible.

3.3.5. The Airline performs charter flights in accordance with the aircraft charter agreement concluded between the Airline and the charterer. Under this agreement, the Airline undertakes to provide the charterer for a fee with all or part of the capacity of one or more aircraft for one or more flights for the carriage of passengers, baggage, cargo and mail or for other purposes.

3.3.6. The performance of charter flights is carried out on the basis of a pre-agreed flight plan in compliance with the conditions of transportation, which are stipulated in the charter transportation agreement.

3.3.7. The airline is not responsible for errors, distortions or omissions in the schedule and promotional materials published by others.

### **3.4. Route of transportation, change of route, date and time of departure**

3.4.1. Transportation of passengers, baggage and cargo is carried out between the airports (points) of departure, transfer (stop) and destination (hereinafter referred to as the transportation route) specified in the transportation document in the established sequence. Change of the route of transportation specified in the transportation documents can be made by agreement between the Airline and the passenger, the consignor. If the passenger changes the route of transportation, the Airline may recalculate the cost of transportation.

3.4.2. Changing the date and time of departure by the Passenger to a later or earlier date than indicated on the ticket is considered as a voluntary cancellation of the flight and may lead to a change in the cost of air transportation.

### **3.5. Provision of services and information**

3.5.1. The airline provides passengers (consignors) at airports, on board the aircraft with services

related to the implementation and provision of air transportation. The services provided should be aimed at providing quality service to passengers, consignors and consignees. The services of the Airline or the Handling Organization are provided free of charge or on a paid basis.

3.5.2. The Airline or the Handling Organization at the airport shall provide the following services at no additional charge:

- check-in of passengers and check-in of baggage for the flight specified in the transportation document, as well as carrying out special control on aviation security of passengers, baggage and cargo;
- delivery of departing (arriving) passengers from the terminal building to the aircraft (from the aircraft), boarding the aircraft and disembarking upon arrival at an intermediate airport, transfer airport or airport of destination;
- delivery of checked baggage to the aircraft and back, its loading onto the aircraft and unloading from the aircraft;
- carrying out customs, border, and, if necessary, sanitary-quarantine, visa, immigration, veterinary and phytosanitary control during international transportation;
- organization of services for disabled passengers and other persons with disabilities.
- information Services.

3.5.3. In the event of a break in transportation due to the fault of the Airline, as well as in the event of a flight delay, flight cancellation due to adverse meteorological conditions, for technical and other reasons, changes in the route of transportation, the Airline or the Handling Organization is obliged to organize the following services for passengers at points of departure and at intermediate points:

- accommodation in the room of the mother and child of passengers with children under the age of 7 years;
- two phone calls or two emails in case of a flight delay of more than two hours;
- provision of soft drinks in case of a flight departure delay of more than 2 hours;
- providing hot meals to passengers in case of a flight departure delay of more than 4 hours and then every 6 hours during the daytime and 8 hours at night;
- accommodation of passengers in a hotel in case of a flight departure delay of more than 10 hours during the day and more than 6 hours at night;
- delivery of passengers from the airport to the hotel and back in cases where the hotel is provided free of charge;
- organization of luggage storage.

**Note:** For the purposes of this paragraph, the waiting time for the departure of a flight starts from the time of departure of the flight indicated on the ticket.

3.5.4. The Airline or the Handling Organization ensures the provision of the following information at the airports of transportation:

- about the time of departure and arrival of aircraft performing transportation according to the schedule;
- on the place and time of the beginning and end of the check-in of passengers and baggage for the flight indicated in the transportation document;
- on delayed aircraft performing transportation according to the schedule (flight plan) and the reasons for their delays;
- schedule of flights, the cost of air transportation on the routes operated, including on preferential conditions for the transportation of children and other categories of passengers;
- on the rules for the carriage of passengers, baggage and cargo, including the free baggage allowance, items and things prohibited for carriage by air and other special conditions of carriage;
- on the rules and procedures for screening passengers, baggage, cargo at airports;
- on the rules for passing by passengers, following international flights, customs, border control and other administrative formalities;
- on the services provided for disabled passengers and other persons with disabilities.

### **3.6. Reservation of seats on the aircraft**

3.6.1. Reservation of seats for the carriage of passengers, baggage and carrying capacity for the carriage of cargo and mail on the aircraft of the Airline is a mandatory condition for the passenger and the consignor to transport the passenger, baggage and cargo by air.

3.6.2. Reservation of seats and capacity is made by the airline or an authorized Agent.

3.6.3. Reservation of seats and carrying capacity can be carried out by direct contact of the passenger or the consignor to the Airline or its Agent.

3.6.4. Reservation of seats and carrying capacity is valid only if it is entered into the Airline's booking system, made in accordance with the rules established by the Airline and does not contradict the terms of the contract of carriage.

3.6.5. After the time limit for saving the reservation in the booking system, the order is canceled without warning.

3.6.6. When booking a seat for the carriage of a passenger, the Airline does not provide the passenger with a specific seat in the aircraft cabin with the declared class of service. The number of a specific seat allocated to a passenger is indicated by the Airline or the Handling Organization when checking in a passenger and his baggage at the airport of departure.

3.6.7. Reservation of a seat and capacity for a passenger and a shipper is considered preliminary until the Airline or the Transportation Sales Agent has issued a completed transportation document to the passenger (shipper).

3.6.8. The Airline has the right to cancel the reservation of seats and capacity without informing the passenger or the shipper, if the passenger or the shipper did not pay for the reservation on time or did not comply with other conditions established by the fare rules of the Airline.

3.6.9. The Airline, in special cases established by the Airline's air transportation rules, has the right to require the passenger or the consignor to confirm the previously made reservation of seats and carrying capacity for him on the declared route, date and time of departure, as well as the class of service on board the aircraft.

### **3.7. Passenger, baggage and cargo information**

3.7.1. When booking seats and carrying capacity on an aircraft, a passenger or shipper must provide the Airline or its authorized agent for the sale of transportation with information about the transportation route, date and time of departure, telephone number, email address, the required number of reserved seats, class of service on board the aircraft, existing citizenship, special conditions for the carriage of passengers and baggage, the name of the cargo, its mass and volume, special properties and conditions for the carriage of this cargo.

3.7.2. Special conditions for booking seats and carrying capacity, which require agreement with the Airline, are the carriage of:

- a passenger with a child under 2 years old;
- a child unaccompanied by an adult passenger who will be transported under the supervision of the Airline;
- seriously ill passenger;
- a visually impaired passenger with a guide dog;
- a passenger whose ability to move when using air transport is limited and / or whose condition requires special attention during service (hereinafter referred to as a passenger with disabilities);
- a passenger who has a weapon and/or ammunition;
- baggage, the weight of which exceeds the free baggage allowance established by the Airline (hereinafter - excess baggage);
- baggage, the dimensions of one piece of which in a packed form exceed 203 cm (two hundred and three centimeters) in the sum of three dimensions (hereinafter referred to as oversized baggage);
- baggage, the weight of one piece of which exceeds 32 kg (thirty-two kilograms) but not more than 45 kg (forty-five kilograms) (hereinafter referred to as heavy baggage);
- baggage that must be carried only in the cabin of the aircraft;
- currencies in banknotes or coins, shares, bonds and other securities, credit and bank cards,

jewelry, precious metals, precious or semi-precious stones, including industrial diamonds (hereinafter referred to as valuable cargo);

- cargo with declared value;
- items and substances subject to deterioration after a certain period of storage or under the adverse effects of temperature, humidity or other environmental conditions (hereinafter referred to as perishable goods);
- items or substances that are capable of posing a threat to health, safety, property or the environment and which are listed in the list of dangerous goods or classified as dangerous goods in accordance with international treaties and the legislation of the Republic of Uzbekistan (hereinafter referred to as dangerous goods);
- cargo, the weight of one package of which exceeds 80 kg (eighty kilograms) (hereinafter referred to as heavy cargo);
- cargo, the dimensions of one package of which exceed the overall dimensions of the loading hatches and / or cargo compartments of passenger aircraft (hereinafter referred to as oversized cargo);
- cargo, the weight of one cubic meter of which is less than one hundred and sixty-seven kilograms (hereinafter referred to as bulk cargo);
- dogs, cats, birds and other small domestic animals, service dogs of the cynological service of state executive authorities (hereinafter referred to as service dogs);
- animals, birds, etc. (hereinafter - living creatures);
- cargo requiring special conditions of transportation;
- human remains and animal remains.

3.7.3. The airline does not have the right to transfer information received from a passenger / shipper to third parties, except as otherwise provided by the current legislation of the Republic of Uzbekistan.

### **3.8. Cancellation of reservations on route sections**

The Airline has the right to cancel the booking of a carrying capacity on each subsequent segment of the transportation route without notifying the passenger if the passenger did not use the reserved passenger seat on any segment of the transportation route and did not inform the Airline of their intention to continue transportation.

### **3.9. Tariffs, fees, rates and rules for the sale of transportation**

3.9.1 Tariffs and charges must be published by the Airlines in due course.

3.9.2 The ticket, baggage check and air waybill, paid by the passenger and the shipper and issued before the change in the fare or exchange rate announced by the Airline, are valid without additional payment up to the fare in force on the day of commencement of carriage, unless a change is made in the air carriage agreement.

3.9.3 The procedure for calculating fees to be withheld from passengers is established by the relevant state authorities and the Airline and is brought to the attention of passengers at points of sale when booking transportation. Charges are paid by the passenger in excess of the fare, unless otherwise provided by the fare application rules of the Airline.

3.9.4 Tariffs and charges are paid by the passenger (consignor) in the currency of the country in which the transportation document is issued or in another currency established by the Airline, unless this contradicts the currency regulation rules of the country of sale.

3.9.5 If payment for transportation is made in a currency other than the currency of the fare publication, then the calculation of the equivalent in the currency of payment is made on the basis of the rate published in the booking systems, valid at the time of registration of the transportation. At the same time, the amount of the fare equivalent is regulated additionally by the Airline.

## CHAPTER 4. CARRIAGE OF PASSENGERS

### 4.1. Ticket and baggage receipt

4.1.1. The ticket and baggage check is a transportation document certifying the conclusion of an air carriage agreement between the Airline and the passenger. A separate ticket is issued for each passenger.

A ticket for the flights of the Airline is issued on the basis of the data of the passenger's identity document, which is required in accordance with the legislation of the Republic of Uzbekistan or an international treaty of the Republic of Uzbekistan for the carriage of a passenger along the route provided for by the passenger's air carriage agreement.

In case of sale of discount transportation or transportation at a special fare, the ticket is issued on the basis of the data of the passenger's identity document and documents confirming the passenger's right to a discount or the use of a special fare.

4.1.2. A passenger ticket is issued in electronic form (electronic ticket). An electronic ticket consists of an itinerary receipt (an extract from an automated information system for issuing air transportation).

4.1.3. The passenger can receive an itinerary/receipt of an electronic ticket directly at the Airline's sales offices or an authorized agent, or receive an itinerary/receipt of an electronic ticket in electronic form via the information and telecommunication network.

4.1.4. The e-ticket must contain the last name and first name of the passenger, the number of the passenger's identity document, information reflecting the conditions of carriage of the passenger and his baggage.

4.1.5. An electronic ticket is issued to a passenger only after payment of the cost of transportation according to the tariff established by the Airline.

4.1.6. Changes in the electronic ticket, at the request of the passenger, are allowed with the consent of the Airline and are carried out by the Airline or the Agent, in accordance with the terms of the fare application.

### 4.2. Refusal of air transportation to a passenger

4.2.1. The Airline may unilaterally terminate the passenger air carriage agreement, the air cargo carriage agreement in the following cases:

- violation by the passenger, cargo owner, consignor of passport, customs, sanitary and other requirements established by the legislation of the Republic of Uzbekistan in terms of air transportation, in international air transportation also by the rules determined by the relevant authorities of the state of departure, destination or transit;
- refusal of a passenger, cargo owner, consignor to comply with the requirements imposed on them by the aviation rules of the Republic of Uzbekistan;
- if the state of health of an aircraft passenger requires special conditions for air transportation, or threatens the safety of the passenger or other persons, which is confirmed by medical documents, as well as creates confusion and irreparable inconvenience for other persons;
- the refusal of the passenger of the aircraft to pay for the carriage of his baggage, the weight of which exceeds the established free baggage allowance;
- the refusal of the passenger of the aircraft to pay for the transportation of the child next with him, except for the cases provided for in the rules for applying the fares of the Airline;
- violation by the passenger of the rules of conduct on board the aircraft, creating a threat to the safety of the flight of the aircraft, or a threat to the life or health of other persons, as well as failure by the passenger of the aircraft to comply with the orders of the aircraft commander, presented in accordance with Article 52 of the Air Code of the Republic of Uzbekistan;
- the presence in things that are with the passenger, as well as in baggage, cargo of objects or substances prohibited for air transportation.

If the Passenger is denied transportation, the Airline refunds the amount paid for the unfulfilled

transportation in accordance with the rules for applying fares, and also draws up an act fixing the reasons and the fact of denial of transportation (APPENDIX B).

4.2.1. Passengers are allowed to be transported if they have a ticket, duly issued and fully paid.

4.2.2. If it is established that the air carriage agreement has not been concluded, then the ticket is invalidated and the passenger is not allowed to be transported. A ticket that has been declared invalid shall be canceled by the Airline or the Agent with the drawing up of an act, which indicates the reasons for the invalidation of the ticket.

4.2.3. A receipt for payment of excess baggage and an order for miscellaneous charges lost by a passenger are not restored, duplicates are not issued for them.

A passenger in respect of whom the fact of concluding an air carriage agreement with the Airline was established after the actual departure of the corresponding flight on which the passenger was supposed to fly may be offered either to use carriage along the route of the incomplete carriage on the nearest flight on which there is free space and carrying capacity. capacity in the same class of service that corresponds to the paid fare, or return the money for not completed transportation (in the amount that would have been paid to the passenger in case of voluntary refusal of transportation), in accordance with the rules of the applicable fare and in the manner established by the Airline.

### **4.3. Passenger ticket transfer**

4.3.1. The ticket is not subject to transfer and use by another person, unless otherwise provided by the legislation of the Republic of Uzbekistan. If a ticket is presented by a person not specified in the ticket, the ticket is withdrawn by the Airline and its cost is not returned to the bearer. In this case, the Airline draws up an act indicating the reasons for the withdrawal of the ticket. The refund of the ticket price for a fully or partially unused carriage to a person not indicated in the transportation document is made upon presentation of a power of attorney from the person indicated in the transportation document, certified in the manner prescribed by law.

4.3.2. When using a passenger ticket or receiving a refund of the cost of transportation by another person not specified in the transportation document, the Airline shall not be liable to the passenger entitled to transportation.

### **4.4. Passenger ticket validity period**

4.4.1. A ticket issued to a passenger at a normal fare is valid for carriage for one year from the date of commencement of carriage, and if no section of carriage under the ticket is used, then for one year from the date of issue of the ticket.

4.4.2. A ticket issued to a passenger at a special fare is valid for transportation and exchange only for the period established by the conditions for applying such a fare of the Airline.

4.4.3. The ticket may be accepted for exchange or refund in accordance with the fare rules of the Airline and during the validity period of such ticket.

4.4.4. A ticket issued at a special fare can be accepted in exchange with an additional payment to a higher fare in accordance with the requirements and conditions of the applicable fare rules for the originally issued ticket, unless otherwise stipulated by the rules for applying this fare. At the same time, the period of validity of the Airline's obligation, certified by a newly issued ticket, is calculated on the first part of the old ticket, if transportation has begun, or from the date of issue of the newly issued ticket, if none of the carriage segments of the old ticket has been used. The surcharge is calculated for the entire route (round trip) at the fare in force at the time of reissuance, unless otherwise provided by these rules of the Airline and / or the rules for applying the fares of the Airline.

4.4.5. Each segment of transportation indicated in the itinerary-receipt of an electronic ticket is valid for the carriage of a passenger between the points indicated in it according to the corresponding class of service. If the ticket is issued with an open return date, then the booking of a passenger seat on board the aircraft on the declared date of departure is made subject to the availability of seats in this booking class within the validity period of the passenger ticket.

4.4.6. The airline may extend the validity of the contract of carriage certified by the ticket without charging the passenger an additional fee if:

- The airline canceled the flight indicated in the passenger's travel document;

- The airline did not carry out the transportation of the passenger at the time specified in the transportation document in accordance with the schedule;
- The airline did not perform the landing of the aircraft at the airport of destination specified in the passenger's transportation document.

4.4.7. If the passenger was unable to complete the commenced flight during the validity period of the ticket due to his illness or the illness of a family member traveling with him on the aircraft, the passenger has the right to apply to the Airline with a request for a corresponding change in the validity period of the contract of carriage, and the Airline, acting in accordance with the provisions of these rules of the Airline and AP RUz-195, extend the validity of the contract of carriage, taking into account the content of the medical documents provided by the passenger, or make an involuntary refund of the amount of money.

#### **4.5. Passenger check-in and baggage handling before departure**

4.5.1. A passenger who has a ticket must, at the airport of departure or another point established by the Airline, go through the check-in procedure for the flight and baggage, as well as aviation security control. When transporting on an international route, a passenger must also pass through customs, border, and, if necessary, sanitary-quarantine, immigration, veterinary, phytosanitary and other types of control.

4.5.2. The passenger must arrive in advance at the check-in and baggage check-in place to go through the established pre-flight formalities (check-in procedures, pay for excess baggage, pass inspection, customs, border and other formalities, issue exit and entry documents), as well as boarding and loading baggage on board the aircraft. Check-in for the Airline's flights at the airport to international destinations begins no later than 3 hours before the departure time and ends 40 minutes before the scheduled departure time of the aircraft.

Passenger check-in and baggage check-in for domestic flights at the airport starts no later than 2 hours before the departure time and ends 30 minutes before the scheduled departure time of the aircraft.

4.5.3. In order to ensure flight safety, passengers, luggage, including hand luggage and cargo, undergo mandatory pre-flight inspection for aviation security, and, if necessary, post-flight inspection.

Pre-flight and post-flight screening of a passenger, baggage, including hand luggage, is carried out at the airport by authorized persons of aviation security services.

Passengers from among the disabled and other persons with disabilities (on crutches, in wheelchairs, passengers with implanted devices that stimulate cardiac activity) are subject to manual inspection, and the persons accompanying them are subject to inspection on a general basis.

Carrying out a pre-flight inspection does not exclude the possibility of conducting an inspection during the implementation of operational-search, criminal procedural and other activities by authorized persons in the manner prescribed by the legislation of the Republic of Uzbekistan.

When performing aircraft flights, pre-flight screening is carried out after the registration of passengers, the implementation of border, customs, sanitary quarantine, immigration, veterinary, phytosanitary and other types of control. If the Passenger refuses to be screened, the Airline has the right to terminate the air transportation agreement unilaterally with reimbursement of payment for transportation in accordance with these rules of the Airline, the rules for applying the Airline's tariffs.

4.5.4. In order to pass the check-in procedure and check-in baggage, the passenger must present a document proving his identity, on the basis of which the ticket was issued.

Also, if necessary, the passenger must carry documents certifying the special conditions for the carriage of this Passenger and his baggage (power of attorney for the child, veterinary certificate, etc.).

4.5.5. In case of international transportation, the passenger must have exit, entry and other documents issued in accordance with the established procedure, required in accordance with the legislation of the country, to the territory, from the territory or through the territory of which the transportation will be carried out.

4.5.6. Upon check-in, the passenger is issued a boarding pass, which indicates the initials and surname of the passenger, the airport (point) of destination, flight number, departure date, boarding time and seat number on board the aircraft. If necessary, other information may be additionally indicated in the boarding pass.

4.5.7. When passengers exit for boarding, a reconciliation of the passenger's surname and name is carried out in his boarding pass and in his identity document. If the last name and first name of the passenger do not match, the passenger will be denied boarding the aircraft

4.5.8. Boarding a passenger on board an aircraft is carried out upon presentation by the passenger of a boarding pass for the corresponding flight.

4.5.9. A passenger who is late by the end of the check-in of passengers and baggage or boarding an aircraft may be denied transportation on this flight.

4.5.10. The Airline is not responsible for the relationship of the Passenger with government services (customs, border, immigration, etc.) unless otherwise provided by international or national legislative documents of the country of departure, transfer, stopover or entry. However, the Airline has the right to check all necessary documents during check-in, until the Passenger and his baggage are accepted for carriage.

4.5.11. Boarding starts 40 minutes before the departure time of the aircraft and must be completed no later than 15 minutes before the departure time of the aircraft. The start and end time of boarding may vary depending on the type of aircraft, the technical capabilities of the airport and other conditions.

4.5.12. It is not allowed to place the following categories of passengers in the emergency exit row and places where emergency equipment is located:

a) Deported passengers, passengers in custody, passengers in a state of intoxication, infants, unaccompanied children, traveling with children and elderly passengers, as well as passengers with disabilities, incapacitated passengers who are unable to perform one or more of the functions listed below:

- quickly get to the emergency exit;
- open the evacuation panel in case of emergency;
- opening the overwing hatch;
- help other passengers down the ladder;
- assist passengers on the ground at the gangway after evacuation.

b) And also, any person who:

- does not have sufficient visual abilities to perform the aforementioned functions without the aid of visual aids other than contact lenses or glasses;
- not having sufficient auditory ability to hear and understand instructions given by flight attendants without the aid of a hearing aid;
- not having sufficient ability to verbally convey information to passengers.
- does not understand the contents of the safety briefing card or information in the cabin.

#### **4.6. Passenger service on board the aircraft**

4.6.1. The airline on board the aircraft must have trained personnel sufficient in number to provide passenger service, including first aid and flight safety in accordance with the current rules and regulations of civil aviation.

4.6.2. The airline on board the aircraft must ensure:

- informing passengers about flight conditions and rules of conduct on board the aircraft;
- informing passengers about the location of the main and emergency exits, emergency equipment, security demonstration, as well as the procedure for evacuation in emergency situations;
- provision of soft and/or hot drinks and meals;
- first aid.

4.6.3. The airline on board the aircraft provides the passenger with a range of services depending on the type and equipment of the aircraft, the duration of its flight, the time of day during which the flight



takes place, as well as the class of service specified in the transportation document.

The airline provides the passenger with the following services:

- information and reference service;
- individual service;
- provision of first aid;
- maintenance of soft equipment and means of servicing passengers in flight;
- serving drinks and/or meals;
- periodicals service;
- providing entertainment media content.

4.6.4. Meals and hot drinks may not be provided to aircraft passengers on board the aircraft if the specified condition is established by the carrier's rules and the passenger is informed about the conditions of service on board the aircraft before the conclusion of the passenger air carriage agreement.

4.6.5. On board the aircraft during a level flight, passengers are provided with drinks and / or meals in accordance with the class of service, type of aircraft and taking into account the duration of the flight and time of day.

4.6.6. Smoking is strictly prohibited on board the aircraft, including smoking of electronic cigarettes and steam generators. At the airport, smoking is allowed only in specially designated areas.

4.6.7. Passengers while on board the aircraft of the Airline have the right to:

- the passenger has the right to demand from the aircraft crew members the provision of services specified in the air carriage agreement;
- the passenger has the right to request the aircraft crew members to influence the passenger, whose behavior violates public order, unnecessarily disturbs him or other persons, threatens their honor and dignity, property, health or life, as well as to appeal against such actions of the aircraft crew members;
- offer their services to provide medical assistance to passengers or as an assistant in the event of an emergency on board the aircraft.

4.6.8. Passengers while on board the aircraft of the Airline are obliged to:

- to comply with the orders of the aircraft commander or crew member, made on behalf of the aircraft commander to ensure the safety of the flight and people in the aircraft cabin, the safety of property, the procedure and the possibility of providing services related to the performance of the air transportation agreement;
- take a seat in the aircraft cabin in accordance with the boarding pass, and, if necessary, in order to ensure flight safety, in accordance with the instruction of the aircraft crew member;
- place hand luggage in specially designated places;
- fasten the seat belts when the "fasten seat belts" display is turned on and leave them fastened until it is turned off.

4.6.9. Passengers, while on board the aircraft of the Airline, are prohibited from:

- use narcotic or psychotropic substances, smoke tobacco products (nasvay, etc.), also use electronic cigarettes;
- consume alcoholic products in excess of the established norm offered by the carrier, as well as alcoholic products purchased in duty-free shops, which may lead to inappropriate behavior of the passenger;
- enter the cockpit and interfere with the actions of the crew;
- interfere with the aircraft crew members in the performance of their duties or interfere with their actions;
- use electronic devices and means of communication during taxiing, takeoff and landing of the aircraft;
- carry away or damage aircraft property (plaids, pillows, crockery, cutlery, electronic devices, life jackets, etc.);
- violate public order and without the need to disturb others;

- use emergency equipment without appropriate instructions from the aircraft crew members;
- transfer to other seats without the permission or instructions of the aircraft crew members;
- leave your seat when taxiing, taking off, climbing, descending or landing an aircraft with the "Fasten seat belts" display on;
- commit acts of hooliganism and actions that humiliate the honor and dignity of others, as well as actions that may provoke aggressive actions on the part of other persons;
- disrespectfully or aggressively treat other passengers and/or aircraft crew (raise your voice or insult other passengers and/or aircraft crew, etc.);
- get off the aircraft without the permission of the aircraft crew;
- carry out other inadequate actions that may endanger the health and life of passengers or affect flight safety.

#### 4.6.10. Use of portable electronic devices on board aircraft

In accordance with the Aviation Rules and Regulations for the safety and security of aircraft, the use of certain electronic devices that may interfere with the operation of cockpit communication systems is strictly restricted on board an aircraft.

Flight attendants must inform passengers using electronic devices of the prohibition of their use during the flight.

If an airline permits the use of portable electronic devices on board its aircraft, procedures must be established to control their use during flight.

At a minimum, the airline must provide for the following:

- methods for informing passengers about the allowable times, conditions and restrictions when various portable electronic devices can be used. This can be done through a departure briefing, passenger information cards, a captain's announcement, and as many other methods as are deemed appropriate on the aircraft;
- procedures for shutting down portable electronic devices that may interfere with aircraft systems;
- a ban on the operation of any portable electronic devices during takeoff and landing;
- Prohibit the operation on board aircraft of any portable electronic devices that are classified as intentional emitters or transmitters, such as civilian and amateur radios, cellular phones and remote-control devices.

The following is a partial list of acceptable and unacceptable electronic devices:

##### 1. Devices that are prohibited to use during the flight:

- portable telephones such as cellular telephones, etc., other than those fitted in aircraft;
- camcorders, televisions, television cameras, televisions (powered by batteries or cord);
- radios: AM / FM / VHF (battery or cord operated);
- transmitters;
- remote toys;
- computer printer.

##### 2. Devices that are allowed to be used in flight, except during takeoff and landing:

CD player;

- digital cassette player and tape recorders;
- video recorders, flashlight, megaphone;
- pocket electronic calculator/computer, personal computer and word processor, electronic game (including liquid crystal displays).

##### 3. Devices that are allowed to be used at any time during the flight:

- Hearing Aids;
- cardiac pacemakers;
- electronic clock, camera, portable voice recorder, electric shaver;
- portable artificial internal organ, electronic thermometer, battery operated inhaler.

#### 4.6.11. Responsibility of passengers for violation of these Rules.

In case of violation of the requirements of international air law and the legislation of states (including the Republic of Uzbekistan) that have ratified the Convention "On Crimes and Certain Other Acts

Committed on Board an Aircraft" (Tokyo, 1963), as well as operating in the airline "Sam air » the rules of conduct, and the current practice of their application, provide for the following sanctions:

- termination of serving alcoholic beverages to passengers who are in a state of both alcohol intoxication and any other intoxication;
- seizure from passengers for the duration of the flight (with subsequent return at the end of it) of their alcoholic beverages, including those purchased in duty-free shops on board the aircraft;
- the use of coercive measures against persons who, by their actions, create a direct threat to flight safety and refuse to obey the orders of the aircraft commander;
- disembarkation of the offending passenger from the aircraft with compensation by the passenger for additional expenses incurred by Sam air as a result of his unacceptable behavior;
- transfer of the offending passenger to law enforcement agencies, regardless of the state of landing, in order to be held accountable in accordance with the current legislation of that country;
- compensation by the passenger-violator of material damage caused due to damage to the property belonging to Sam air;
- termination of the concluded contract for the carriage of passengers by air at any point of the route, in cases of violation by the passenger of the requirements of the Rules of Conduct
- on board an aircraft that poses a threat to flight safety or a threat to the life or health of persons and their property ("Order of the Head of the State Inspectorate of the Republic of Uzbekistan for Flight Safety Supervision" No. 2416 dated January 29, 2013);
- informing the competent authorities in order to cancel visas issued both by the Republic of Uzbekistan and other states;
- giving the incident maximum publicity in the media and on special websites;
- imposition of an administrative fine in the amounts established by law (by the competent authorities) - for failure by persons on board the aircraft to comply with the lawful orders of the aircraft commander or crew member, made on behalf of the aircraft commander (Article 117 Chapter 11, Code of the Republic of Uzbekistan on Administrative Responsibility, ZRU No. 2015 - XII of September 22, 1994).

#### **4.7. Passenger stop along the transportation route**

4.7.1. The passenger, in agreement with the Airline, may interrupt his transportation at the airport (point) indicated on the ticket, in which, according to the passenger's air carriage agreement, the time between the passenger's arrival at the airport and his departure from the airport is more than twenty-four hours (hereinafter referred to as the stopover airport).

Passenger stopover along the route of transportation is allowed within the validity period of the Airline's obligation to carry the passenger, provided that it is agreed in advance with the Airline or its Agent, indicated in the passenger ticket and baggage check, taken into account when calculating the cost of transportation, and is also allowed for international transportation authorities of the country in whose territory the stop is expected.

4.7.2. If, when booking a carriage, the passenger did not declare a stop at the airport (point) along the route of carriage, but wished to make such a stop and declared this at the transfer airport or at the airport where the aircraft lands for technical and / or commercial maintenance and continues to operate the flight, by which it arrived at the airport (hereinafter referred to as the transit airport), then such a stop is regarded as a voluntary refusal of the passenger from transportation and further transportation can be continued, unless otherwise provided by an international treaty of the Republic of Uzbekistan, after a corresponding change in the passenger air transportation agreement. An exception is a stopover of a passenger caused by his illness or illness of a member of his family traveling with him on this aircraft, or other force majeure circumstances that arose at the stopover point.

4.7.3. If the passenger was unable to continue transportation from the intermediate airport for reasons beyond the control of the Airline, the Airline is obliged to send such a passenger to the destination by an aircraft operating the next scheduled flight. There is no additional charge for the carriage of this passenger and charges.

#### **4.8. Transportation of passengers on preferential terms**

4.8.1. Certain categories of citizens have the right to travel by air on preferential terms in accordance with the legislation of the Republic of Uzbekistan and the rules of air transportation established by the Airline.

4.8.2. Registration of a transportation document for passengers with a state benefit is made individually upon presentation of documents confirming the right to preferential transportation by air, established by the legislation of the Republic of Uzbekistan and with the written permission of the Airline.

#### **4.9. Transportation of children**

4.9.1. A minor citizen of the Republic of Uzbekistan under the age of 15 must leave the country together with at least one of the parents, adoptive parents, guardians or trustees, information about which will be entered in the child's passport. If a minor citizen of the Republic of Uzbekistan aged 15 to 17 travels outside the Republic unaccompanied, he must have, in addition to his passport, a notarized consent of both parents for independent travel.

Transportation of minor foreign citizens by flights of the Airline outside the Republic of Uzbekistan is carried out both accompanied and unaccompanied by adults.

The age of the child is determined on the date of commencement of transportation from the airport (point) of departure indicated in the transportation document.

A child under the age of five, as well as a disabled child under the age of twelve, are transported only accompanied by an adult passenger who has reached the age of eighteen. Transportation of children under 2 years old is carried out in the hands of their parents.

4.9.2. Transportation of children under 2 years old (infants):

Infants can be accepted for carriage after 7 days from the date of birth. In exceptional cases, newborn babies may be accepted for carriage 48 hours after birth, provided that their health condition allows them to be transported by air, which is confirmed by the relevant medical documents.

One passenger can accompany no more than three children under the age of 2 years.

A passenger can purchase a ticket without providing a separate seat only for one next child under the age of 2 years. For other children of the specified age category traveling together with the passenger, tickets must be purchased with the provision of separate seats in the aircraft cabin.

At the request of the passenger, each child under the age of two years accompanying him can be transported with the provision of a separate passenger seat, paid at the rates established for paying for the transportation of children aged 2 to 12 years.

For the carriage of infants who do not occupy a separate seat, the Carrier provides passengers traveling with such children with seats equipped with additional oxygen masks for the child. Therefore, when accepting such passengers for transportation, they should be placed in the places designated by the Carrier for accommodating this category of passengers.

#### **ATTENTION!**

There is usually only one additional oxygen mask for an infant in each row of seats. Therefore, it is FORBIDDEN to place two or more passengers with infants who do not occupy a separate seat on one block of seats.

Baby cradles are not provided on the aircraft of Sam air LLC.

4.9.3. Children aged 5 to 16 years old can be transported accompanied by an adult passenger who has reached the age of eighteen, or unaccompanied by the specified passenger under the supervision of the Airline.

4.9.4. An aircraft passenger has the right to carry with a discount of 90% of the normal or special fare one child up to 2 years old without providing a separate seat. If a child under two years of age is provided with a separate seat at the request of the accompanying passenger, then such a child is transported at a discount. From any fare applied to pay for the carriage of an accompanying adult passenger. The amount of the discount depends on the tariff conditions established by the airline and published in the booking systems.

4.9.5. If during the period of performance of the contract of carriage, children under the age of 2 years reach the full age of two, then when performing the booking procedure for such children, a separate

seat must be provided on board the aircraft, and payment for transportation must be made according to the rules established for payment for the carriage of children aged 2 to 12 years.

4.9.6. Other children under the age of 2 years traveling with the passenger, as well as children aged 2 to 12 years old are transported at a discount from any fare applied to pay for the transportation of an accompanying adult passenger with the provision of separate seats in the cabin of the aircraft, while free baggage allowance is allowed according to the established norms. The amount of the discount depends on the tariff conditions established by the airline and published in the booking systems. When reissuing a ticket for a child who reaches the age of 12 on the new date of carriage, the fare for an adult passenger must be applied. However, if the departure date is changed on the ticket, which does not require reissuance of the ticket, the fare for an adult passenger is not applied to such a child.

4.9.7. When a child leaves the Republic of Uzbekistan with a trustee of parents, adoptive parents, guardians or trustees, the Airline or its authorized agent must require from the specified person a notarized consent of one of the parents, adoptive parents, guardians or trustees to leave the child from the Republic of Uzbekistan, to present it when issuing a passenger ticket for a child and when going through the check-in procedure.

It is not allowed to place passengers with children in the emergency exit row and places where emergency equipment is located.

4.9.8. When issuing a passenger ticket and during the registration procedure for a child, it is necessary to present to the Airline a document confirming the age of the child. The age of the child is taken into account on the date of commencement of carriage from the starting point of departure indicated in the carriage document. The airline or its Agent must indicate the child's date of birth on the child's passenger ticket.

4.9.9. Departure of a minor child outside the Republic of Uzbekistan is carried out in accordance with the legislation of the Republic of Uzbekistan.

4.9.10. Unaccompanied children aged five to sixteen years old can be transported under the supervision of the Airline only if there is a confirmed booking by the Airline and the completed Application and Declaration for the transportation of an unaccompanied child, indicating all the data necessary for transportation.

A sample Application and Declaration for the transportation of an unaccompanied child are given in APPENDIX A.

4.9.11. The application and the Declaration for the transportation of an unaccompanied child are filled in by the parent, guardian (custodian) in six copies when selling a ticket for the transportation of a child at the Airline's own sales offices, at agencies that have direct contracts with the Airline, or at the Airline's representative offices. This service is confirmed by the Airline no later than 3 days before the departure of the aircraft.

For the provision of the escort service under the supervision of the Airline, children aged 5 to 16 years traveling unaccompanied by an adult passenger are charged an additional fee established by Airlines. The service for accompanying children aged 5 to 12 is mandatory, from 12 to 16 years is provided at the request of parents (guardians, adoptive parents, trustees). When providing the service of transportation of an unaccompanied child on the international routes of the Airline, a fee is charged for each segment of the transportation route in the amount of 30 EUR or the equivalent in local currency at the exchange rate of the Central Bank.

4.9.12. The service is not provided if the child has a disability or needs additional care, such as hygiene and toilet manipulations, moving associated with his lifting, medical manipulations, taking medications, feeding.

4.9.13. Transportation of unaccompanied children is carried out only to those airports where there are representatives of the Airline or service organizations authorized by the Airline.

4.9.14. Transportation of unaccompanied children is allowed only with a confirmed booking of transportation and only on direct flights of the Airline.

4.9.15. An employee of the service organization (representative) of the Airline delivers the child to the aircraft (the child boards the aircraft before the rest of the passenger's board) and hands it over to the flight attendant (flight attendant-foreman) with a full package of documents.

4.9.16. In order to ensure flight safety and quality passenger service on board the aircraft, no more

than one unaccompanied child is allowed per flight attendant. Transportation of 2 unaccompanied children is allowed if the age of the second child is between 10 and 16 years old.

4.9.17. The flight attendant places the child in certain places, depending on the type of aircraft. The flight attendant responsible for the transportation of an unaccompanied child acts in accordance with the requirements of the Guidelines for the Organization of the Work of Flight Attendants.

Throughout the flight, the responsible flight attendant constantly monitors the child (as well as serving him).

Upon arrival at the destination, the flight attendant, before disembarking the rest of the passengers, hands over the child to the employee of the Handling Organization (representative) of the airport of destination, and also hands over to him the 5th and 6th copies of the "Agreement for the carriage of an unaccompanied child", 3rd and 4th 1st copies remain with the flight attendant (these documents are attached to the flight attendant's assignment).

4.9.18. In the event of a voluntary or involuntary change by the passenger accompanying the child of the terms of the passenger's air carriage contract after the commencement of carriage, the child's ticket is reissued (exchanged) at a fare corresponding to the child's age on the date of commencement of carriage from the airport (point) of departure.

4.9.19. When transporting an unaccompanied child aged 5 to 12, 100% of the fare of an adult passenger is paid.

4.9.20. Service for unaccompanied children in a failing situation

In the event of a malfunction at the airport of the initial / return departure or at the airport of transfer, an authorized ground handling agent or a representative of LLC "Sam air» are obliged to ensure the priority dispatch of an unaccompanied child to the destination and escort of the child during all the procedures provided for by the rules for servicing passengers in emergency situations.

4.9.21. If it is impossible in a failure situation to organize the transfer of the child to the destination, an authorized ground handling agent or a representative of LLC "Sam air» must return the child to the accompanying person, while ensuring that the unaccompanied child's flight ticket is rebooked without charging rebooking fees and informing the accompanying person of the time and date of the child's re-delivery to the airport for transfer to the destination.

#### **4.10. Features of servicing passengers from among the disabled and other persons with disabilities**

4.10.1. The passenger is obliged to independently determine the possibility of using air transport, based on the state of his health.

The airline is not responsible for the deterioration of the passenger's health or other consequences that occurred during the carriage, or after it, caused by the age, mental or physical condition of the passenger.

In cases where medical professionals do not recommend a passenger to fly due to his state of health, and the passenger insists on the flight, the representative of the Airline or the Handling Organization must obtain a receipt from such a passenger that the passenger takes full responsibility for the consequences associated with the flight to myself.

4.10.2. Passengers from among the disabled and other persons with disabilities in order to book and conclude an air transportation agreement can contact the Airline or an agent of the Airline, directly at the points of sale of air transportation, either by phone or e-mail, or book a passenger seat and carrying capacity on their own, through information airline systems.

Passengers from among the disabled and other persons with disabilities when booking and concluding an air transportation agreement are required to inform the Airline or an agent of the Airline, and when concluding an agreement on the sale of a tourist product - to a tour operator or travel agent, about their disability, as well as about overall, weight and other characteristics of individual vehicles (including the availability and technical characteristics of batteries) carried on board the aircraft.

4.10.3. The Airline or an agent of the Airline, when booking and concluding an air carriage agreement, must provide passengers with disabilities and other persons with disabilities with information:

- on the services provided by the Airline on board the aircraft;

- about the services provided at the airport;
- on the procedures for the implementation of air transportation and the issuance of individual means of transportation used by passengers.

4.10.4. Services at airports and on board aircraft are provided to passengers with disabilities and other persons with disabilities upon request of the need for services.

4.10.5. The Airline or an agent of the Airline is obliged to ensure the acceptance of requests submitted by passengers from among the disabled and other persons with disabilities about the need for services provided by the Airline on board the aircraft, as well as about the services provided at the airport, at points of sale of air transportation of the Airline or the agent of the Airline, by phone or e-mail or when booking an air transportation via the information and telecommunications network "Internet".

When booking air transportation via the information and telecommunication network "Internet", the Airline or the agent of the Airline provides the opportunity to detail the request for the need for services, in the appropriate field of the request, or by phone.

4.10.6. Passengers with disabilities and other persons with disabilities must be seated on board the aircraft in such a way as not to interfere with the crew in performing their duties, not interfere with access to emergency equipment, or in any way interfere with the rapid evacuation of other people. The Airline takes all possible measures for the joint accommodation on board the aircraft of a passenger from among the disabled and other persons with disabilities and accompanying persons accompanying them.

4.10.7. The service organization is obliged to ensure the establishment at the entrances to the air terminal complex and in other places determined by the service organization, the place of arrival at the airport of passengers from among the disabled and other persons with disabilities, equipped with a call (alert) button, other technical means providing a call (notification). Upon receiving the call, employees of the service organization are obliged to arrive at the meeting point of passengers to provide the services provided for by this procedure within a period of time not exceeding 20 minutes.

4.10.8. At the request of the need for services submitted by passengers from among the disabled and other persons with disabilities when booking and concluding an air transportation agreement or when concluding an agreement on the sale of a tourist product, the following services are provided at the airport by the service organization without charging an additional fee:

- support and assistance in check-in and baggage clearance;
- support and assistance during the passage of border, customs, sanitary-quarantine, veterinary, quarantine, phytosanitary types of control, as well as during pre-flight inspection;
- escort and assistance when boarding an aircraft, including, if necessary, using ambulifts for passengers unable to move independently;
- boarding a passenger seat on board an aircraft on a priority basis;
- disembarkation of passengers from the aircraft using wheelchairs and (or) ambulifts, carried out after the exit of other passengers, including escort and assistance in moving items that are with passengers on board the aircraft;
- personal meeting of passengers by employees of the service organization at the airport of arrival;
- escort and assistance in the movement of passengers in the terminal building.

4.10.9. At the request of the need for the services of passengers from among the disabled and other persons with disabilities, submitted directly at the airport to the service organization, the following services are provided at no extra charge:

- meeting at the place of arrival of passengers and assisting in moving around the airport in case of notification by passengers of their arrival;
- providing wheelchairs and (or) other means for moving passengers around the airport;
- provision for temporary use of wheelchairs to passengers who are unable to move independently, in the event of a delay in the delivery to the airport of destination or an intermediate landing airport of a special vehicle for transportation belonging to the passenger, or loss or damage (spoilage) of this vehicle during air transportation;

4.10.10. In the event of a delay in the departure of an aircraft, an employee of the service

organization, on a regular basis, according to the technology approved by the service organization, or upon the call of a passenger from among the disabled and other persons with disabilities, assists him in providing information about the departure of the aircraft.

4.10.11. Disabled passengers and other persons with disabilities must be provided with the opportunity to remain in their own wheelchair (except for an electric wheelchair) until boarding the aircraft.

An electrically powered wheelchair used by a passenger is checked in as checked baggage at check-in for the flight.

4.10.12. Passengers using an electrically powered wheelchair are required to carry a set of wrenches/devices to disconnect the wheelchair battery terminals, as well as battery packaging in accordance with the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Disconnection and connection of the battery terminals of the wheelchair with an electric drive is carried out by the passengers themselves, or upon request about the need for services - by a service organization.

4.10.13. The issuance of wheelchairs used by passengers with disabilities and other persons with disabilities at the airport of destination, at the airport of stopover is carried out in the baggage claim area upon request for the need for services, or submitted during check-in for the flight, immediately after the passengers disembarked from the aircraft .

At the transfer airport, the issue of wheelchairs used by passengers with disabilities and other persons with disabilities is carried out upon request for the need for services, either presented at check-in for the flight, in the baggage claim area, or immediately after disembarking from the aircraft, provided that that the minimum connecting time with the flight for which the passenger has a seat reservation is more than four hours.

If there is no request for the wheelchair used by the passenger at the transfer airport or if the connection time with the flight for which the passenger has booked a seat is less than four hours, the service organization is obliged to provide passengers unable to move independently with a wheelchair for movement across the airport.

4.10.14. When carrying passengers who, for medical reasons, require the use of an oxygen gas/air cylinder during the entire flight, the following conditions must be met:

- certified oxygen cylinders are accepted for carriage in the aircraft cabin;
- verification of oxygen cylinders for compliance with the requirements is carried out by the airport security service during the inspection of passengers;
- the presence on board the aircraft of a passenger who requires the use of an oxygen cylinder in flight must be informed by the PIC;
- the oxygen cylinder must be secured in accordance with the requirements for placing “In the cabin” baggage on board the aircraft (cases of falling and sharp impacts of the oxygen cylinder must be excluded);
- control of the use of an oxygen cylinder should be carried out by a medical worker accompanying sick.

In accordance with the Regulations for the Transport of Dangerous Goods by Air, ICAO Doc 9284 AN / 905: “With the permission of the operator, it is allowed to transport small cylinders with gaseous oxygen or air in the cabin of the aircraft, necessary only to ensure the life of patients accompanied by medical personnel.” In all other cases, oxygen cylinders are issued and transported by air as dangerous goods.

If a passenger with a disability follows a transfer and several carriers are involved in the transportation, then such transportation must be confirmed along the entire route and consent for transportation must be obtained from each carrier.

4.10.15. At the airport and on board the aircraft, a passenger with disabilities and other persons with disabilities performs medical procedures, food and medicine, personal care, sanitary procedures, as well as looking after a guide dog on his own or with the help of accompanying persons.

The airline does not carry out lifting and carrying on the hands of passengers from among the disabled and other persons with disabilities.

4.10.16. The following services are provided by the Airline on board the aircraft to disabled



passengers and other persons with disabilities:

- familiarization with the rules of conduct on board the aircraft, with individual safety briefing and other relevant information in a form accessible to passengers;
- assistance in placing hand luggage, which is with the passenger, on board the aircraft;
- assistance in moving to the toilet and back.

4.10.17. The baggage of passengers with disabilities and other persons with disabilities at the airport of departure must be loaded into the aircraft in such a way that at the airport of destination it would be possible to unload it from the aircraft in the first place.

Wheelchairs and other assistive devices used by passengers with disabilities and other persons with disabilities are transported as checked baggage in the baggage compartments of the aircraft. In the passenger cabin of the aircraft, it is allowed to transport folding wheelchairs and other auxiliary devices used by passengers, the weight and dimensions of which do not exceed the dimensions of hand luggage established by the Airline. Passengers who intend to check-in their own wheelchairs will be given the opportunity to choose whether to use their own or the Airline's to travel to/from the aircraft. When a passenger chooses to use his own wheelchair, the personnel of the airline or the handling agent at the airport, prior to boarding, accepts and places the wheelchair in the luggage compartment last and ensures the issuance directly at the aircraft board upon arrival. At the same time, the stroller is additionally marked with the "Delivery at aircraft" tag. When a passenger chooses to use a wheelchair of the Airline, the staff of the Airline or the service agent at the check-in desk accepts the passenger's wheelchair at the airport of departure and issues it at the baggage terminal at the airport of arrival. At the same time, the Airline or the service company provides its own wheelchair to deliver the passenger to/from the aircraft. A wheelchair with a rechargeable battery is transported in compliance with appropriate security measures and must be checked in as luggage at the check-in counter.

A passenger can use a folding mechanical wheelchair before boarding the aircraft and immediately after disembarking (if the security requirements of the airport of arrival allow the wheelchair to be received directly on board the aircraft). An electric wheelchair (on a battery) must be checked in as baggage at the check-in line.

4.10.18. Wheelchairs used by passengers with disabilities and other persons with disabilities are accepted for air transportation, subject to the submission by passengers of a request for services.

Wheelchairs used by passengers are accepted for air transportation at no additional charge.

4.10.19. Transportation of a passenger recognized as legally incompetent by a court is carried out at the request of parents, adoptive parents or guardians and accompanied by an adult passenger who is able to ensure the safety of the incapacitated passenger and the safety of the surrounding people.

4.10.20. Transportation of a patient on a stretcher on the aircraft of the Airline is not performed

4.10.21. Transportation of seriously ill passengers requiring constant attention is carried out only with accompanying persons providing care for the sick in flight.

4.10.22. When transporting disabled people in a wheelchair (folding chair), seriously ill patients, the Airline or its Agent must inform the destination (stop-over point) about the transportation of such passengers in advance in order to take the necessary measures to deliver them from (to) the aircraft.

4.10.23. For the sick and disabled, medications, a folding chair (wheelchair), crutches are transported free of charge and are not included in the free baggage allowance.

4.10.24. When transporting a disabled person in an electric wheelchair, the electric wheelchair is transported on the aircraft as checked baggage (in excess of the free baggage allowance).

4.10.25. A passenger with hearing and vision impairments at the same time is transported accompanied by a passenger who assists him in flight.

4.10.26. A disabled passenger deprived of hearing or vision may be transported without an accompanying passenger.

4.10.27. A visually impaired passenger may be transported accompanied by a guide dog. Transportation of a visually impaired passenger accompanied by a guide dog may be carried out upon presentation to the carrier of a document confirming the disability of this passenger and a document confirming the special training of the guide dog.

4.10.28. A guide dog accompanying a visually impaired passenger is transported in excess of the free

baggage allowance. The guide dog must be collared and muzzled and tied to a seat at the feet of the passenger it accompanies.

4.10.29. The number of guide dogs carried on an aircraft is determined depending on the number of disabled people and other persons with disabilities on board the aircraft in accordance with the rules of the Airline. No more than two passengers with disabilities (accompanied by a guide dog) can be transported on one flight.

4.10.30. The rules of this article do not apply to the transportation of sick passengers and disabled people by aircraft operating special charter flights.

#### **4.11. Transportation of pregnant women**

4.11.1. Pregnant women, especially in the last 4 weeks of pregnancy (the last 8 weeks for multiple pregnancy) and during the first 7 days after childbirth, must have a medical document confirming the satisfactory state of health of the pregnant woman after the 28th week of pregnancy or in case of pregnancy pathology.

4.11.2. Carriage of pregnant women is carried out on the condition that the Airline does not bear any responsibility to the passenger for the adverse consequences that may arise for a pregnant woman and her fetus during transportation and as a result of transportation.

Transportation by air is not recommended:

- women during the last 7 days before childbirth and during the first 7 days after childbirth;
- newborns within the first 7 days after birth.

In the event that a passenger insists on air transportation, the Airline Representative or an authorized agent takes a receipt from the passenger (APPENDIX C).

#### **4.12. Transportation of deported passengers and persons who are denied entry to the territory of a foreign state or to the Republic of Uzbekistan**

4.12.1. The transportation of these categories of passengers is carried out in accordance with the legislation of the Republic of Uzbekistan and international legislation in the field of Civil Aviation.

4.12.2. The decision to deport passengers is made by the relevant authorities of the country of entry. When sending a deported passenger, the representative of the airline is notified and the "Deportation Act" is transmitted.

4.12.3. The deported passenger and the passenger who is denied entry is responsible for reimbursement of all expenses incurred by Sam air LLC in connection with such transportation, as well as for reimbursement of all expenses of the airline and other exporting Carriers, if any, involved in the return transportation, accommodation and meals at the point of refusal of entry and transfer points on the return route.

4.12.4. The Airline has the right to recover any amounts paid by the passenger or the organization that arranged the transportation of the passenger for the unused flight or any other amounts that are in the Airline, paid by the passenger or the organization that paid for the ticket.

#### **4.13. Transportation of passengers who are in a state of alcoholic intoxication, demonstrating hooligan behavior.**

4.13.1. The airline has the right to refuse transportation, both initial and subsequent, to cancel the reservation made for the passenger and remove the passenger from the aircraft:

- if the passenger is under the influence of alcohol or drugs and his behavior, mental and/or physical condition are such that they create disorder, significant inconvenience for other passengers, and also pose a danger or risk to the passenger himself, other persons and their property;
- if a passenger in the technological zones of the airport and on board the aircraft demonstrates hooligan behavior, expressed in deliberate disregard for the rules of behavior in society, in obscene language in public places, offensive harassment of citizens and other similar actions that violate public order and peace, and also carries out actions that may be considered as intentional damage or incapacitation of the property of the carrier and other persons.

4.13.2. In case of denial of carriage to persons under the influence of alcohol or drugs, whose behavior, mental or physical condition may endanger the safety of the flight, as well as significant inconvenience to passengers, interfere with the performance of the duties of crew members, an

official medical examination must be carried out. Based on the results of the examination, an Act is drawn up in 3 copies (the first - for the medical service that performed the examination, the second - for the passenger, the third - for the carrier).

4.13.3. In order to take appropriate measures in relation to passengers who demonstrate aggressive and antisocial behavior, impede officials in the performance of their official duties, and refuse to undergo pre-flight screening, law enforcement agencies performing police or police functions should be informed.

#### **4.14. Transportation of VIP category officials**

4.14.1. Servicing of officials at the airport of departure, arrival, transit or transfer is carried out in special areas of the airport - the halls of officials and delegations (if any). The requirements for carrying out the established formalities for the registration of officials do not differ from those generally accepted.

4.14.2. Servicing of officials in the halls of official delegations is carried out on the basis of applications.

4.14.3. Officials must arrive at the airport of departure no later than the check-in time for passengers on the Airline's flight.

4.14.4. The transfer of passengers served through the hall of officials and delegations to the aircraft, as well as their hand luggage and checked baggage, is carried out last, separately from other passengers.

4.14.5. The disembarkation of passengers served through the hall of officials and delegations, and the unloading of baggage at the airport of destination are carried out in the first place.

#### **4.15. Services for diplomatic couriers and their luggage**

4.15.1. Diplomatic couriers carry diplomatic bags in the cabin and are required to:

- have and present, at the request of the carrier, a document confirming his special powers as a person accompanying the diplomatic bag;
- be responsible for the packaging and execution of diplomatic mail in accordance with the requirements of relevant international conventions and the requirements of state authorities of points of departure, destination, transfer;
- be responsible for the safety of the diplomatic bag during ground operations.

4.15.2. Registration of transportation of diplomatic mail in the cabin of the aircraft, accompanied by a diplomatic courier, can be carried out with a separate ticket, or with a receipt of paid baggage and payment is made in accordance with the rules for the carriage of paid baggage.

4.15.3. When registering the transportation of diplomatic mail with a passenger ticket specially issued for this purpose, mail is transported in a passenger seat if its weight does not exceed 75 kg.

4.15.4. If this weight limit is exceeded, two or more tickets can be issued for the transportation of diplomatic mail and, accordingly, two or more seats are occupied.

#### **4.16. Transportation of transit and transfer passengers**

4.16.1. The Airline or its Agent, when issuing a passenger ticket for a transit or transfer passenger along the route of transportation, must:

- ensure the booking and confirmation of the booking of the transfer passenger transportation on all sections of the route, allowing the passenger to arrive at the transfer airport in time to go through administrative formalities before the flight departure;
- inform the passenger about the procedures that he must perform at the airport of transit or transfer for his further transportation to the destination;
- inform passengers about the requirements of state authorities at points of transit or transfer during international transportation.

4.16.2. When connecting up to 24 hours, transfer baggage is processed to the final destination or to the transfer point, depending on the capabilities of the airport of departure/transfer and on the requirements of state authorities at the transfer point. If a passenger has a connection between flights for more than 24 hours, his luggage is checked in only to the transfer point.

#### **4.17. Transportation of business class passengers**

4.17.1. Business class passengers at check-in, as a rule, are checked in at a separate counter and are taken on board the aircraft last, separately from economy class passengers, but no later than the start of boarding officials.

4.17.2. At the airport, business class passengers may be offered a visit to the business lounge. The passenger is informed about this possibility when selling tickets or at check-in.

4.17.3. On board the aircraft, business class passengers are provided with special services.

4.17.4. Upon arrival, business class passengers leave the aircraft in the first place, separately from economy class passengers, but not before officials.

#### **4.18. Transportation of passengers with increased comfort**

4.18.1. For transportation with increased comfort, a passenger can book an additional required number of seats in the aircraft. Payment for additional seats is made in the amount of 100% of the applied passenger fare.

4.18.2. In some cases, if it is stipulated by the rules of the corresponding fare, it is possible to provide additional services to economy class passengers on board the aircraft and (or) at the airports of departure, transfer (transit) and arrival.

#### **4.19. Transportation of members of the reserve crew and representatives of the aviation authorities of the Republic of Uzbekistan carrying out inspections.**

4.19.1. Members of the reserve (replacement) crew, i.e. of the crew performing the return flight from the turning point and representatives of the aviation authorities of the Republic of Uzbekistan, performing inspection checks on the flights of Sam air LLC and transported on an aircraft without tickets, are entered in the general declaration, the flight task and in the Remarks column of the summary load sheet are marked with the code XCR, that is, not included in the number of passengers on the flight.

4.19.2. Reservation of seats in the aircraft for representatives of the aviation authorities of the Republic of Uzbekistan is made after receiving an official notification of an inspection on the flight.

4.19.3. Members of the reserve (replacement) crew and representatives of the aviation authorities of the Republic of Uzbekistan are accommodated in the Business Class cabin of the aircraft. In the absence of "Business Class", on the front row of the economy class.

## **CHAPTER 5. CARRIAGE OF BAGGAGE**

### **5.1. General requirements**

5.1.1. Passenger's baggage is accepted for carriage upon check-in at the departure airport, transfer airport, stopover airport or other check-in point.

Passenger baggage is accepted for carriage as checked baggage and is carried in the baggage and cargo compartments of the aircraft. Items carried by the passenger are transported in the cabin of the aircraft as hand luggage.

5.1.2. Passenger's checked baggage shall be carried on the same aircraft on which the passenger is traveling. If such transportation has become impossible, the Airline will transport such baggage by an aircraft that operates the next flight to the passenger's destination.

5.1.3. The airline has the right to refuse to carry a passenger's baggage if the weight, number of pieces, content, size or packaging do not comply with the requirements of these rules.

5.1.4. The baggage of a passenger who did not show up for boarding an aircraft after check-in (including the baggage of a transit passenger who did not show up for boarding and his hand luggage in the cabin of the aircraft) is subject to mandatory removal from the aircraft.

## **5.2. Free baggage allowance**

5.2.1. Each passenger, with the exception of children under two years of age who are not provided with a separate seat in the aircraft cabin, has the right to carry their baggage within the established allowance at no additional charge (hereinafter referred to as the free baggage allowance).

For check-in and carriage of baggage, the Airline establishes a certain free baggage allowance, a baggage allowance and a tariff for paying for excess baggage.

5.2.2. The free baggage allowance is indicated on the website of the Airline - [www.airsamarkand.com](http://www.airsamarkand.com).

5.2.3. Standard free baggage allowance on the Airline's flights:

- for economy class passengers - 25 kg of checked baggage, 8 kg of hand luggage;
- for business class passengers - 32 kg of checked baggage, 10 kg of hand luggage;

These standard free baggage allowances apply to adults, children between two and twelve years of age and children under two years of age with a separate seat.

Children under the age of two years who are not provided with a separate seat in the aircraft cabin, the free checked baggage allowance is 1 piece, weighing no more than 10 kg and no more than 115 cm in size in the sum of three dimensions.

In addition to the checked baggage allowance for infants, it is allowed to transport as hand luggage a folding baby stroller, or a baby travel cradle, or a child car seat, which must not weigh more than 8 kg and must not exceed the dimensions established for hand luggage (115 cm by the sum of three dimensions). Baby strollers, child car seats and other devices for transporting children that exceed the specified overall and weight norms are included in the checked baggage allowance, if it is exceeded, they are paid according to the general rules established for excess baggage, and are transported in the baggage and cargo compartment of the aircraft.

5.2.4. The airline or its Agent is obliged to inform the passenger about the free baggage allowance established during transportation, as well as about the need to pay for excess baggage or baggage subject to mandatory payment.

5.2.5. The airline is obliged to accept baggage for carriage within the free baggage allowance specified in the itinerary receipt (ticket) of the passenger.

5.2.6. During transfer transportation, the free baggage allowance is set in accordance with the through allowance between the final points of transportation.

5.2.7. In the event of a forced downgrade of the class of service, the passenger has the right to carry baggage at the free baggage allowance established for the paid class of service.

5.2.8. The free baggage allowance does not apply to:

- on the passenger's belongings, regardless of their name and purpose, the packed dimensions of which exceed 203 cm (the total size of three dimensions of each piece of baggage);
- for passenger's belongings, regardless of their name and purpose, weighing more than 32 kg per item
- for sports equipment / stock, bicycles, musical instruments, computers, TVs, tape recorders, stereos and any other household appliances;
- for courier correspondence and parcels;
- on animals, with the exception of a guide dog accompanying a blind/deaf passenger;

The carriage of the said items, plants, animals and correspondence is paid as excess baggage according to their actual weight, regardless of the number of other passenger items carried as baggage.

5.2.9. At the request of passengers traveling together with the same purpose of travel to the same airport (point) of destination or airport (point) of stopover on the same flight (family members, persons traveling together and united in groups when purchasing tickets or following on a business trip) , The Airline is obliged to apply to such passengers the amount of free baggage allowance for each of the passengers.

The aggregation applies only to the free baggage allowance. Baggage is checked out for each passenger individually.

**Note:** The airline reserves the right to change the standard free baggage allowance depending on the

route, type of aircraft and established special fares.

### **5.3. Checked Baggage**

5.3.1. Passenger's baggage is accepted for carriage upon check-in at the airport of departure or other check-in point. The Airline or the Handling Company is obliged to issue a numbered baggage tag to the passenger for each piece of checked baggage. The baggage tag is designed to identify baggage. To indicate the special conditions of carriage, a special unnumbered baggage tag/sticker is additionally attached to the checked baggage.

5.3.2. The weight of one piece of baggage must not exceed 45 kilograms (luggage weighing over 45 kg is registered as cargo). For international transportation, other restrictions on the maximum weight, overall dimensions, amount of checked baggage may be established in connection with the current regulations and state requirements of the airport of departure, airport of transfer and / or airport of destination. The airline has the right to refuse acceptance for transportation as checked baggage, the weight and size of which does not meet these requirements.

5.3.3. The baggage of transfer passengers is checked in to the final destination or to the transfer point, depending on the conditions of carriage. The baggage of transfer passengers at intermediate airports is subject to pre-flight screening before being mixed with the checked baggage of passengers for whom this point of transportation is the starting point.

5.3.4. When a passenger checks in, his baggage is checked in and a tear-off part of the numbered baggage tag is issued to him, and the second part is securely attached to each piece of baggage accepted for transportation under the responsibility of the Airline from the moment it is handed over by the passenger to the moment it is issued at the destination.

5.3.5. The number tag for each piece of checked baggage contains the following information:

- name and surname of the passenger;
- PNR passenger number;
- flight number;
- date and time of departure;
- airport of destination;
- baggage weight;
- if necessary, may have additional information.

5.3.6. The Airline or the Handling Organization, after accepting the baggage for carriage, is responsible for the safety of the checked baggage and its packaging.

5.3.7. From the moment the checked baggage is handed over for transportation and until the moment it is issued, the passenger's access to the baggage is prohibited, except for cases of its identification or additional inspection by the relevant services.

The airline has the right to check the mass of baggage carried by a passenger at the airport of landing and (or) at the airport of destination. If it is established that a passenger is carrying baggage in excess of the established free allowance or in excess of the amount indicated in the baggage check, without appropriate payment for this carriage, the Airline may require payment for the carriage of such part of the baggage at the checkpoint.

### **5.4. Hand luggage**

5.4.1. Things that are with the passenger (hand luggage) are accepted for transportation at no additional charge. The free carry-on baggage allowance is from 5 (five) to 10 (ten) kg, depending on the class purchased and the established fare of the Airline.

Items are accepted as carry-on baggage, the weight and dimensions of which allow them to be safely placed in the cabin of the aircraft (on the luggage rack and / or under the seat).

It is allowed to take on board the aircraft one piece of hand luggage with dimensions of 115 cm in the sum of three dimensions.

In order to ensure aviation security, protect the life and health of passengers and crew members of aircraft, items and substances prohibited for transportation by air transport under the terms of aviation security should not be carried in hand luggage.

5.4.2. The Airline or the Handling Organization, when checking in hand luggage carried in the cabin of the aircraft, issues the "Hand Luggage" tag to the passenger and records its weight in the

automated system.

5.4.3. Hand luggage during its transportation must be placed above the passenger seat in a closed luggage compartment, the weight and dimensions of which are prescribed in the norms for the purchased fare. It is possible to place small soft things under the seat in front of the seated passenger with the permission of the aircraft crew.

5.4.4. At check-in, the passenger is obliged to present for weighing all baggage intended for transportation, with the exception of items that he may need during boarding (disembarking) to (from) the aircraft, as well as in flight, if they are with the passenger and not included in the baggage.

- a backpack weighing no more than 3 kilograms and dimensions in the sum of three dimensions no more than 80 cm, or a handbag, or a briefcase with things inside a backpack, or a bag, or a briefcase with things (at the request of the employees of the Airline or the Handling Organization, the passenger is obliged to present data things to be weighed, to make sure that their weight complies with the specified norm);
- bouquet of flowers;
- outerwear;
- baby food for the child during the flight;
- suit in a suitcase;
- a device for carrying a child (a cradle, restraint systems (devices) for children under two years of age, a pram and other devices) when transporting a child, the dimensions of which do not exceed 115 cm in the sum of three dimensions. Baby strollers exceeding the specified overall and weight limits are transported as checked baggage in the baggage and cargo compartment of the aircraft without payment of fees for excess baggage. If the dimensions and weight of the baby stroller exceed the norms established on a certain route for standard pieces of baggage, then only the fees published for the payment of heavy and / or oversized baggage will be charged upon acceptance for carriage. (at the same time, the weight of the baby stroller should not exceed 8 kg., the stroller should not be in the original packaging.);
- medicines, special dietary needs in the amount required for the duration of the flight;
- crutches, canes, walkers, rollators, a folding wheelchair used by a passenger and having dimensions that allow them to be safely placed in the aircraft cabin on a shelf above the passenger seat or in other lockable compartments of the aircraft intended for these purposes - for example, in a wardrobe;
- goods purchased from duty-free shops at the airport, packed in a sealed (sealed) plastic bag.

The things specified in this paragraph are not subject to registration and are not marked with tags.

5.4.5. The passenger is obliged to take care of the safety of hand luggage carried in the cabin of the aircraft. In the event of a break in the performance of the flight specified in the transportation document, the passenger, when disembarking from the aircraft, is obliged to take with him the hand luggage placed there. The Airline is not responsible for things forgotten by the Passenger, but will make every possible effort to transfer such things to the Passenger who has forgotten them, if they are found.

## **5.5. Paid Excess and Oversized Baggage**

5.5.1. The passenger is obliged to inform the Airline or its Agent in advance about the transportation of oversized baggage, and booking of such baggage is mandatory.

5.5.2. The passenger is obliged to pay for the carriage of baggage that exceeds the free baggage allowance, at the rate established by the Airline, in force at the time of payment.

5.5.3. Excess baggage, oversized baggage and heavy baggage are accepted for carriage only if there is free carrying capacity on the aircraft and subject to payment by the passenger for the carriage of such baggage, except in cases where the carriage of such baggage was agreed with the Airline and paid for when booking, as well as in cases of transportation wheelchairs and other assistive devices for movement used by a passenger with disabilities and other persons with disabilities.

5.5.4. The Airline has the right to restrict the transportation or refuse to carry the passenger's baggage, the weight of which exceeds the free baggage allowance established by the Airline, if such transportation has not been previously agreed with the Airline.

5.5.5. If at the point of departure, the Passenger presented for carriage less baggage by weight and number of pieces than was previously booked and paid for, the difference in payment between the declared and actual weight of excess baggage is subject to refund in accordance with these rules.

5.5.6. The passenger on the route of transportation has the right to reduce or, with the consent of the Airline, increase the weight and number of pieces of baggage carried.

5.5.7. If the passenger increases the weight and / or number of pieces of baggage carried along the way, he is obliged to pay the cost of transporting baggage, the mass or dimensions of which exceed the established free baggage allowance of the previously paid transportation. In the event that the passenger reduces the weight of the baggage carried along the route, the Airline does not make any recalculations of the previously made payment for the baggage.

5.5.8. When booking a seat on an aircraft or purchasing a passenger ticket, the passenger is obliged to inform the Airline or its Agent about the transportation of oversized baggage.

5.5.9. Oversized baggage is baggage, the dimensions of one piece of which, by the sum of three dimensions, exceeds 203 cm. Heavy baggage is baggage, the weight (1 piece) of which exceeds 32 kg but not more than 45 kg.

5.5.10. Oversized baggage is accepted for carriage provided that the dimensions of the loading hatches and the baggage and cargo compartments of the aircraft allow it to be loaded (unloaded) onto (from) the aircraft and placed on board the aircraft. This baggage must have carrying handles and devices for securing it when moving to the aircraft, from the aircraft and on board the aircraft.

5.5.11. The airline has the right to refuse to accept oversized baggage for transportation.

5.5.12. If it is necessary to transport excess and (or) oversized baggage by aircraft of several Carriers, the Airline issuing transportation documents for this baggage must obtain the consent of these Carriers for such transportation.

## **5.6. Receipt for payment of excess baggage**

5.6.1. The receipt for payment of excess baggage certifies the payment by the passenger for the carriage of baggage subject to payment.

5.6.2. An excess baggage receipt used for international air transport must contain information that this document meets the definition of a baggage receipt under Article 4 of the Warsaw Convention, or the Warsaw Convention as amended by the Hague Protocol of 1955.

## **5.7. Carriage of baggage in the aircraft cabin**

5.7.1. With the consent of the Airline, passenger baggage may be carried in the cabin of the aircraft, requiring special precautions during transportation, or special conditions for its handling (fragile and breakable objects, film and photographic equipment, television and video equipment, household office equipment, musical instruments, electronic and optical appliances, etc.).

5.7.2. Carriage of baggage in the cabin of the aircraft is issued and carried out by prior agreement with the Airline. The Passenger is obliged to inform the Airline or its Agent about the carriage of baggage in the cabin of the aircraft when booking a carriage or purchasing a ticket and pay for a separate seat for this baggage.

5.7.3. For the carriage of baggage in the aircraft cabin, a separate ticket is issued, the cost of which is 100% of the fare at which the carriage of the accompanying passenger is issued.

5.7.4. The weight of one piece of baggage carried in the cabin of the aircraft must not exceed 75 kilograms, and its dimensions must allow it to be placed and secured on a separate passenger seat without creating danger and inconvenience to passengers sitting nearby.

5.7.5. The packaging of luggage carried in the cabin of the aircraft must be clean and have devices for securing it in the passenger seat.

5.7.6. Delivery of baggage (including checked baggage) carried in the cabin of the aircraft to the board of the aircraft, its lifting, placement in the cabin of the aircraft, removal from the aircraft and delivery from the aircraft is carried out by the passenger himself.

## **5.8. Diplomatic baggage (mail)**

5.8.1. Diplomatic baggage (mail) accompanied by a diplomatic courier is allowed to be carried in the aircraft cabin. It is checked in as unchecked baggage (hand baggage), separately from the personal



baggage of the diplomatic courier and can be placed on a separate passenger seat.

5.8.2. The weight of diplomatic baggage (mail) carried in the cabin must not exceed the average weight of a passenger (no more than 75 kg), and the dimensions packages should not exceed the dimensions of the level of the backs of the seats, thus not blocking the passengers' view and allow its placement and fixation on a separate passenger seat.

5.8.3. Transportation of diplomatic baggage (mail) is paid according to the tariffs established by the Airline and published in the booking systems.

5.8.4. Transportation of diplomatic baggage (mail) handed over under the responsibility of the Airline is carried out on the basis of the established rules of the Airline.

## **5.9. Baggage content requirements**

5.9.1. Passenger and crew are not allowed to carry in hand baggage and/or checked baggage portable electronic devices powered by a lithium battery with a capacity exceeding 160Wh. Electronic devices containing lithium batteries of a lower power are transported only in things carried by the passenger.

5.9.2. It is forbidden to transport on board the aircraft crew members and passengers in checked baggage and in things that are with passengers, the following hazardous substances and items:

A) Explosives, blasting agents and items filled with them:

- gunpowder, in any package and in any quantity;
- live ammunition (including small-caliber);
- cartridges for gas weapons;
- caps (caps) for hunting;
- pyrotechnic means: signal and lighting rockets, signal cartridges, landing checkers, smoke cartridges (checkers), demolition matches, sparklers, railway firecrackers;
- trotyl, dynamite, ammonal, tol and other explosives;
- blasting caps, electric detonators, electric igniters, detonating and igniter cord, etc.

b) Compressed and liquefied gases:

- domestic gases (butane-propane) and other gases;
- gas cartridges filled with nerve agents and tear agents, etc.

V) Flammable liquids:

- acetone;
- petrol;
- samples of flammable oil products;
- methanol;
- methyl acetate (methyl ether);
- carbon disulfide;
- ethers;
- ethylcellulose.

G) Flammable solids:

- substances liable to spontaneous combustion;
- substances that emit flammable gases when interacting with water: (potassium, sodium, calcium metal and their alloys, calcium phosphorous, etc.);
- white, yellow and red phosphorus and all other substances classified as flammable solids.

e) Oxidizing agents and organic peroxides:

- colloidal nitrocellulose, in granules or flakes, dry or wet, containing less than 25% water or solvent;
- colloidal nitrocellulose, in pieces, wet, containing less than 25% alcohol;
- nitrocellulose, dry or wet, containing less than 30% solvent or 20% water, etc.

e) Toxic substances;

and) radioactive materials;

h) Caustic and corrosive substances:

- strong inorganic acids: hydrochloric, sulfuric, nitric and others;
- hydrofluoric (hydrofluoric) acid and other strong acids and corrosive substances.

And) Toxic and poisonous substances:

- any poisonous potent and toxic substances in liquid or solid state, packed in any container;
- brucine;
- nicotine;
- strychnine;
- tetrahydrofurfuryl alcohol;
- antifreeze;
- brake fluid;
- ethylene glycol;
- mercury, with the exception of mercury contained in a medical thermometer, mercury tonometer in a standard case, mercury barometer or mercury manometer, packed in a sealed container and sealed with the sender's seal;
- all salts of hydrocyanic acid and cyanide preparations;
- cyclone, cyanide, arsenic anhydride, etc.;
- other hazardous substances, items and cargoes that can be used as a weapon to attack passengers, the crew of an aircraft, as well as posing a threat to the flight of an aircraft.

To) Weapon:

- pistols, revolvers, rifles, carbines and other firearms, gas, pneumatic weapons;
- electroshock devices;
- daggers, stilettos, landing bayonet - knives, with the exception of cases and in the manner established by the legislation of the Republic of Uzbekistan.

**Note-** A detailed list of hazardous substances and items. Prohibited for transportation on board the aircraft by crew members and passengers, is contained in the Technical Instructions for the Safe Transportation of Dangerous Goods by Air (Doc 9284 AN / 905 ICAO) and in the Rules for the Transportation of Dangerous Goods on Sam air LLC flights.

5.9.3. Articles and substances that can be carried in limited quantities as passenger baggage:

- crossbows, spearguns, checkers, sabers, cleavers, scimitars, broadswords, swords, swords, bayonets, daggers, hunting knives, knives with ejected blades, with locking locks, imitators of any type of weapon;
- household knives (scissors);
- alcoholic beverages with an alcohol content of more than 24%, but not more than 70% alcohol by volume in containers with a capacity of not more than 5 liters, in containers intended for retail trade - not more than 5 liters per passenger;
- aerosols intended for use for sports or domestic purposes, the outlet valves of which are protected by caps from spontaneous release of contents in containers with a capacity of not more than 0.5 kg or 500 ml - not more than 2 kg or 2 liters per passenger;
- mercury medical thermometer in packaging preventing damage - one per passenger;

5.9.4. Products and substances that can be transported in the things carried by passengers:

- medical thermometer, not containing mercury;
- dry ice for cooling perishable products - no more than 2 kg per passenger;
- 3% hydrogen peroxide - no more than 100 ml per passenger;
- non-hazardous liquids, gels and aerosols: in containers with a capacity of not more than 100 ml (or an equivalent capacity in other volume units), packed in a securely closed transparent plastic bag with a volume of not more than 1 liter - one bag per passenger. Liquids in containers larger than 100 ml will not be accepted for carriage even if the container is only partially filled.

Transportation exceptions are for medicines, baby food and special dietary needs.

5.9.5. Liquids purchased from duty-free shops at the airport or on board the aircraft must be packed in a securely sealed (sealed) plastic bag that provides identification of access to the contents of the

bag during the flight, which has credible evidence that this purchase was made in airport duty-free shops or on board the aircraft on the day(s) of travel.

5.9.6. The Administration of the Airline has the right to decide on the introduction of additional measures to ensure aviation security on flights with increased danger, as a result of which it is prohibited to carry the following items in the aircraft cabin:

- corkscrews; hypodermic needles (unless medical justification is provided);
- knitting needles;
- scissors with a blade length of less than 60 mm;
- folding (without latch) travel, penknives with a blade length of less than 60 mm.

5.9.7. Items and substances that can be carried as passenger baggage with the permission of the Airline:

- wheelchairs for the transport of patients or other battery-powered mobile devices equipped with non-leaking batteries and carried in checked baggage, provided that the battery terminals are protected from short circuits and the battery is securely attached to the wheelchair or mobile device;
- wheelchairs for the transport of patients or other battery-powered mobile devices equipped with leaky batteries and carried in checked baggage, provided that the wheelchair or mobile device can only be loaded, stowed, secured and unloaded in an upright position, and provided that the battery is disconnected, the battery terminals are short-circuit proof, and the battery is securely attached to the wheelchair or mobility aid. If the wheelchair or mobility aid cannot be loaded, secured and unloaded only in an upright position, the battery must be removed, then the wheelchair or mobility aid can be transported without restrictions as checked baggage. The removed battery must be transported in strong rigid packaging, while:
- packaging kits must exclude leakage and not leak battery fluid; it is also necessary to provide protection against overturning by securing to pallets or by securing them in cargo compartments using suitable securing means, for example, using tie-down straps, brackets or supports;
- Batteries must be protected from short circuits, secured vertically in such packaging's and surrounded by a sufficient amount of compatible absorbent material to completely absorb the liquid they contain;
- such packaging's must be affixed with a package placement mark, marking "liquid battery, with wheelchair" or "liquid battery, with mobile vehicle" and a sign of corrosion hazard.

The pilot-in-command must inform the passenger of the location of the wheelchair for the transport of patients or a vehicle with a battery installed, or the location of the packed battery.

It is recommended that the passenger coordinates with the Airline in advance, in addition, batteries that are leaking should, as far as possible, be fitted with vent plugs to prevent leakage;

- by one passenger only, no more than two small cylinders of carbon dioxide or other appropriate gas, ICAO TI Category 2.2, inserted into a self-inflating lifejacket for inflation purposes, plus no more than two spare charges for it;
- Heat-producing articles (i.e. battery-powered equipment such as dive lights and soldering equipment which, if accidentally switched on, will generate large amounts of heat and may cause a fire) may only be carried in carry-on baggage. The heat generating component or power source must be removed to prevent unintended operation during transport.

5.9.8. The passenger is not recommended to include in his checked baggage fragile and perishable items, banknotes, jewelry, precious metals, computers, electronic means of communication, monetary obligations, securities and other valuables, business documents, passports, identity cards, keys and other similar items. .

5.9.9. The passenger is responsible for the carriage in baggage of items prohibited for carriage or handed over for carriage without complying with the requirements and conditions of carriage established by these rules.

## **5.10. Transportation of weapons, ammunition and special means**

5.10.1. Air transportation of weapons, ammunition and special means (hereinafter referred to as

weapons) is carried out in accordance with the legislation of the Republic of Uzbekistan and the regulatory documents of state executive bodies developed on their basis, the laws of other states and international treaties of the Republic of Uzbekistan.

5.10.2. Transfer transportation of any types of weapons and ammunition is prohibited.

5.10.3. During the flight, a passenger is prohibited from having in the aircraft cabin:

- firearms, gas, pneumatic, cold and mechanical weapons of all kinds;
- pistols, revolvers, rifles, carbines and other firearms, gas, pneumatic weapons, electroshock devices and their imitators;
- any models and dummies of weapons (including children's toys);
- crossbows, spearguns, checkers, sabers, cleavers, scimitars, broadswords, swords, swords, bayonets, daggers, daggers, stilettos, knives: hunting, landing, Finnish, bayonet-knives, knives with an ejected blade, with lockable locks, as well as household knives, regardless of their purpose;
- explosives, explosives and items filled with them: any gunpowder, in any package and in any quantity; live ammunition (including small-caliber);
- cartridges for gas weapons;
- capsules (hunting caps).

Pyrotechnics:

- signal and lighting rockets;
- signal cartridges, landing checkers, smoke cartridges, checkers, demolition matches, sparklers, railway firecrackers; TNT, dynamite, tol, ammonal and other explosives;
- capsules - detonators, electric detonators, electric igniters, detonating and fire-conducting cord.

5.10.4. The weapon of a passenger who has the right to keep and carry it at the airport of departure shall be handed over to the crew for temporary storage for the duration of the flight and issued to the passenger at the end of the flight at the airport of destination.

5.10.5. If the route of the aircraft passes through the state border, then the issue of carrying weapons on board must be regulated in advance by the passenger with the relevant authorities of the states concerned in order to comply with the laws and regulations in force in these states. The passenger must have permission to enter the country with a weapon from the competent authorities of that state.

5.10.6. The acceptance of weapons for transportation, execution of the necessary documents, delivery on board the aircraft at the airport of departure and the issuance of weapons at the airport of destination are carried out by an employee of the Aviation Security Screening Service (ASDS).

5.10.7. The acceptance of a weapon from a passenger for temporary storage for the flight period is documented in an act drawn up in three copies, which are signed by the passenger - the owner of the weapon and an employee of the SDS. The first copy of the act is also signed by the Airline and remains at the airport of departure in the DSAB, the second copy is handed over to the crew, and the third is issued to the passenger to receive weapons at the airport of destination. The DSAB officer informs the passenger - the owner of the weapon about the procedure for obtaining it at the destination airport.

5.10.8. Transportation of weapons is carried out in a packaged form, in a lockable and sealed metal box, which must be located in an isolated baggage or cargo compartment of the aircraft or in the cockpit.

5.10.9. Carriage of long-barreled firearms, the dimensions of which, when unassembled, do not allow them to be placed in (standard) metal lockable boxes, is carried out in insulated baggage or cargo compartments of aircraft in passenger packaging sealed by the ADSS (special packaging, case, case, case) and meets the requirements aviation security.

5.10.10. The transfer of weapons to a passenger at the airport of destination is carried out by an employee of the aviation security service upon presentation by the passenger - the owner of the weapon of the third copy of the act, an identity document, a document for the right to carry and store weapons, and, if necessary, an appropriate permit for its import into the territory of the Republic of Uzbekistan and export from her.

5.10.11. Weapons unclaimed by the passenger at the airport of destination are handed over by the aviation security officer to the internal affairs bodies.

5.10.12. Weapons are accepted for carriage only in an unloaded state, in passenger packaging (cases, holsters, special containers, cases, cases) that meets the requirements for the safety and security of weapons. In this case, weapons and ammunition must be in separate packages. One passenger is allowed to transport his own weapons of no more than 5 units and 1000 rounds of ammunition weighing no more than 5 kg. Pneumatic devices with a muzzle energy over 3 J are civilian weapons and are transported in the manner prescribed for other weapons. When transporting pneumatic weapons with a muzzle energy of more than 7.5 J and a caliber of more than 4.5 mm, you must have a permit to carry and store. Electroshock devices and spark gaps are civilian weapons and are transported in the order prescribed for other weapons. weekend device parameters to the established state standards of the Republic of Uzbekistan. Cartridges for gas weapons and gas cartridges with a tear (irritating) effect are prohibited for carriage.

5.10.13. Transportation of weapons and ammunition is not included in the free baggage allowance and is subject to mandatory payment in accordance with the established tariff.

A passenger who has been approved for the carriage of weapons and ammunition must appear at check-in no later than 3 hours before departure.

## **5.11. Transportation of pets and birds**

5.11.1. Pets (birds) and service dogs can be transported as baggage by prior agreement with the Airline no later than 6 hours before the departure time specified in the schedule, a request for the transportation of an assistance dog - no later than 48 hours before the departure time specified in the schedule, a request for free transportation of a guide dog accompanying a person with a visual impairment is made when booking the transportation and possibly before the end of the check-in of passengers for the flight.

5.11.2. Cats, dogs, birds and other indoor (tamed) animals/pets such as ferrets, ferrets, fennec foxes, raccoons, meerkats, mini-rabbits are accepted for transportation if they are pets and tamed (to confirm that the animal/bird is indoor and tamed, the passenger presents a veterinary passport at check-in). The veterinary passport and veterinary accompanying documents (certificate, certificate from a licensed specialist, European certificate, etc.) must indicate the person who transports the animal.

5.11.3. By agreement with the Airline, it is allowed to place pets (birds) in the cabin of the aircraft. In this case, the weight of the animal (bird) together with the cage should not exceed 10 kg. Container (cage) dimensions should not exceed 115 cm by the sum of three dimensions.

The owner of the animal places information on the container with his contact details and the name of the animal for emergency communication.

5.11.4. During the flight, a container (cage) with an animal in the cabin must be placed under the seat in front of the seat. In order to ensure safety, during the flight, the animal or bird must be kept in a cage at all times. The cage must be securely closed.

5.11.5. Exception: a guide dog accompanying a blind person is transported without a cage, wearing a muzzle and collar in the passenger cabin, tied to a chair at the feet of the passenger he accompanies. The dog must be clean, not endanger the sanitary condition of the passenger compartment. Before registration, the dog must pass a veterinary control.

### **IT IS FORBIDDEN:**

- placement of a guide dog on the passenger seat;
- remove the muzzle and feed the guide dog on board the aircraft;
- open the cage/container with animals while on board the aircraft.

5.11.6. A passenger carrying animals in the cabin of the aircraft is seated in the back rows of seats, and when transporting different types and sexes of animals, in the places specified by the flight attendant, or in the places issued during check-in (when transporting different types and sexes of animals, the accommodation of passengers with animals must be produced on different rows of aircraft seats). It is forbidden to place passengers with animals on rows near emergency exits or hatches.

5.11.7. When transporting pets (birds) and service dogs, the passenger is obliged to provide the necessary documents provided for by the legislation of the Republic of Uzbekistan, international treaties and the legislation of the country, to the territory, from the territory or through the territory of which the transportation is carried out.

5.11.8. Animals are transported only when accompanied by an adult (adult) passenger.

5.11.9. Pets (birds) and service dogs, with the exception of cases when guide dogs are carried in the cabin of an aircraft, when transported by air, must be placed in a strong container (cage) that provides the necessary convenience during transportation, with air access and reliable constipation (lock). The bottom of the container (cage) must be tight, waterproof and covered with absorbent material. The container (cage) must prevent spillage of the absorbent material. The bird cage must be covered with a dense light-tight fabric.

5.11.10. **IT IS FORBIDDEN:**

- transportation as baggage of reptiles (turtles, iguanas, geckos, chameleons, snakes, lizards, frogs, etc.), rodents (guinea pigs, chipmunks, gerbils, dormice, rats, chinchillas, squirrels, marmots, ground squirrels, jerboas, etc. ), arthropods (insects, arachnids, crustaceans), fish and fish seed, marine and river animals requiring transportation in water, sick and experimental animals, the air transportation of which as baggage is prohibited by the legislation of the Republic of Uzbekistan, international treaties of the Republic of Uzbekistan, as well as the legislation of the country, to the territory, from the territory or through the territory of which the transportation is carried out;
- transportation of animals, the weight of which together with the container exceeds 45 kg;
- transportation as baggage of animals and birds taken from the wild, large predators, which in a state of natural freedom in their habitat are representatives of wild fauna, such as bears, large primates (gibbons, orangutans, gorillas, chimpanzees, etc.), wild cats , such as caracal, serval, ocelot, jungle cat, etc., large predators of the cat family: snow leopard, jaguar, lion, tiger, panther, lynx, puma.

The aircraft crew is informed about the transportation of live animals in the baggage and cargo compartments of the aircraft.

5.11.11. For the transportation of live animals in the passenger cabin and in the baggage and cargo compartment of the aircraft, the passenger is charged in accordance with the fare rules.

5.11.12. The total number of animals carried in the aircraft cabin must not exceed the quota specified in Table 5.1.:

Tab. 5.1.

Aircraft type	Quantity in BGO (pcs.)	Quantity in showrooms:	
		Class Business/Comfort (pcs.)	Economy class (PC.)
A-320	5	2	4
A-321	5	2	4
A-330	8	2	6

The number of animals (birds) carried in the aircraft cabin is limited and determined by the Airline in each specific case. One passenger can transport no more than one cage with a pet (bird), unless the Airline agrees on a larger number of transported animals.

A passenger's request for the transportation of more animals must be sent no later than three days before departure to the Airline in order to make a decision on the possibility of this transportation.

5.11.13. In the interests of safety, passengers carrying an animal / bird in a container (domestic pets) in the passenger cabin are provided with the following seats:

- on a narrow-body aircraft - only at the porthole / at the side of the fuselage;

- on a wide-body aircraft in the seats at the porthole/side of the fuselage, or it is allowed to provide a seat on the central block of seats, provided that the container does not block the exit to the longitudinal aisle for passengers sitting in this block of seats.

In the interests of safety, passengers carrying dogs without a container in the passenger cabin (service dog, guide dog, assistance dog) are provided with seats only at the porthole / at the side of the fuselage.

5.11.14. Transportation of a service dog in the cabin of an aircraft with the consent of the Airline may be carried out upon presentation to the Airline of a document confirming that the passenger accompanying the service dog is an employee of the canine service of the state executive body, and a document confirming the special training of the service dog.

A service dog transported in the aircraft cabin must have a collar and a muzzle and be tied to the seat at the feet of the passenger accompanying it.

It is forbidden to place a container (cage) with an animal at the emergency exits, in the aisles, on the luggage racks. The animal must be inside a closed container (cage) throughout the entire time it is on board the aircraft (during the flight, while taxiing, boarding/disembarking, etc.).

5.11.15. A passenger carrying a pet (bird) when transported by air must have and submit, when registering a passenger ticket, valid documents (certificates) on the health of the pet (bird) issued by the competent authorities in the field of veterinary medicine, as well as other documents required by the countries of flight or transit during international air transportation.

5.11.16. The airline reserves the right to limit the number of animals carried on one flight, depending on the type of aircraft, flight route, payload, etc.

5.11.17. The weight of a pet (bird) and service dog, the weight of a container (cage) and food intended for feeding an animal (bird) is not included in the free baggage allowance and is paid by the passenger in accordance with the tariff established by the Airline. The hanging of an animal (bird) is carried out in a closed container (cage).

5.11.18. When transporting an animal in the luggage compartment (BGO), only one animal can be in the container. In the case of transportation by one passenger of several containers, payment is made for each container separately.

For transportation in the luggage compartment, the container must be made of impact-resistant rigid material, be resistant to possible damage by animals (claw scratching, gnawing through the bars). A container entirely made of welded or reinforcing mesh (wire) is NOT ACCEPTED for carriage. The roof of the container must be solid. It is FORBIDDEN to transport an animal to the BGO without a container (cage).

5.11.19. The airline has the right to refuse transportation of a live animal (bird) in cases where:

- transportation of an animal is not previously agreed or confirmed;
- the breed or type of animal does not correspond to that specified by the passenger;
- there are no documents required for registration of an animal for a flight;
- transportation of the animal is not paid;
- the animal exhibits threatening or restless behavior;
- the cell does not meet the established requirements;
- there is a threat to the health and safety of other people or violations in the service of passengers on board the aircraft.

**Warning:**

- Sam air LLC informs that the air temperature in the baggage and cargo compartments on some aircraft can drop to 0 degrees Celsius, the air content and pressure correspond to normal values;
- during transportation from the terminal to the aircraft, while waiting for loading and unloading to (from) the aircraft, animals can be in the open air. The passenger must independently decide on the possibility of transporting his live animal / bird under the specified conditions, depending on the type (breed) of the animal / bird, and bears full responsibility for it and its condition during and as a result of transportation.

5.11.20. Acceptance for transportation of pets (birds) is made on the condition that the passenger takes full responsibility for them. The Airline is not responsible for harm caused to third parties by such animals, and is not liable to such a passenger in case of refusal to import or transport such

animals (birds) through any country or territory.

5.11.21. The passenger is obliged to comply with all the requirements of the Airline, and is obliged to reimburse the Airline for all losses and additional expenses in case of damage caused by animals to the aircraft, baggage of other passengers, health and / or life of other passengers.

## **5.12. Declaring the value of baggage**

5.12.1. Baggage may be checked in by a passenger for carriage with a declared value. The declared value of the baggage must not exceed the actual value of the baggage. When a passenger declares the value of checked-in baggage for transportation, the Airline has the right to require the passenger to present the contents of the baggage for inspection and, in the event of a clear discrepancy between the amount of the declared value and the contents of the baggage, establish its actual value, or refuse to accept baggage for carriage with a declared value.

5.12.2. The passenger has the right to declare the value of his checked baggage both at the point of departure and at the intermediate point of boarding. In addition, the passenger can change the size of the previously declared value of the checked baggage. The amount of the declared value should not exceed 300 USD (or their equivalent in local currency), if the amount of baggage assessment exceeds this amount, then the passenger is obliged to provide primary documents (checks, copies of checks, etc.) for the assessed baggage. The airline leaves a copy of the submitted documents at the airport of departure and allows the carriage of baggage if the passenger meets all the conditions for baggage assessment. The value of checked baggage can be declared for each piece of baggage separately.

5.12.3. When a passenger declares the value of checked baggage, the Airline has the right to require the passenger to present the contents of the baggage for inspection and, in the event of a clear discrepancy between the amount of the declared value and the contents of the baggage, establish its value. In the absence of the necessary evidence of the amount of the declared value, the Airline has the right to refuse to carry baggage with a declared value in the amount specified by the passenger.

5.12.4. To determine the actual value of the passenger's baggage, the Airline may create a commission consisting of a representative of Sam air LLC, a representative of the Airport Handling Company and other officials.

5.12.5. The fee for the declared value of checked baggage is 10 (ten) percent of the amount of the declared value and is paid at the point of departure.

5.12.6. Baggage with a declared value of more than 1000 USD (or their equivalent in local currency) is not accepted for transportation as checked baggage with a declared value on Sam air LLC flights. Such baggage may be accepted for carriage in the aircraft cabin under the responsibility of the passenger, if it does not contradict the established requirements for baggage carried in the aircraft cabin.

5.12.7. All items accepted for carriage as baggage with a declared value must be in good packaging, excluding access to the contents.

5.12.8. Baggage with a declared value is accepted for interline transportation only to the sections of Sam air LLC.

## **5.13. Luggage packing**

5.13.1. Each piece of checked baggage must be properly packaged to ensure its safety during transportation and handling and exclude the possibility of harm to passengers, crew members, third parties, damage to the aircraft, luggage of other passengers or other property.

5.13.2. Baggage that does not meet the requirements of paragraph 5.13.1 is not allowed for carriage.

5.13.3. Connection in one place of two or more places with separate packages is not allowed.

5.13.4. Baggage containing sharp, protruding objects in its packaging, as well as luggage in defective packaging, is not allowed for carriage.

5.13.5. Baggage that has external damage that does not affect its safety during transportation and handling and cannot harm passengers, crew members, third parties, damage the aircraft, luggage of other passengers or other property, may be accepted for carriage as checked baggage with consent of the Airline. In this case, the presence and type of damage are confirmed by the signature of the



passenger.

5.13.6. The airline has the right to refuse to accept a passenger's baggage as checked baggage if the baggage is not placed in a package that ensures its safety under normal handling conditions.

#### **5.14. Baggage Claim**

5.14.1. The airline is obliged to ensure that passengers are informed of the place where checked-in baggage is claimed at the airport of destination, stopover or transfer, as well as the reason and duration of any delay in the delivery of baggage, and ensure that passengers receive baggage.

5.14.2. The passenger is obliged to receive his checked baggage after presenting it for collection by the airport at the destination, stopover or transfer on the basis of a tear-off coupon of a numbered baggage tag.

5.14.3. The baggage claim is made at the airport to which the baggage was accepted for transportation. However, at the request of the passenger, baggage can also be released at the point of departure or at the intermediate point of landing, if the release of baggage at these points is not prohibited by the rules of state authorities and if the time and circumstances allow for the release. In case of such delivery of baggage at the point of departure or at an intermediate point of landing, all amounts previously paid to the Airline in connection with the carriage of this baggage can be returned only with the consent of the Airline.

5.14.4. If the person claiming to receive the baggage is unable to present the baggage receipt and the baggage tag tear-off coupon, the Airline may release the baggage to such a person only upon presentation of sufficient evidence of his rights to this baggage. It is mandatory to draw up an act on the issuance of such baggage.

5.14.5. Checked baggage is issued to a passenger or other person who has presented a tear-off coupon of a numbered baggage tag for each piece of baggage. The Airline or the Handling Company has the right not to check whether the bearer of the voucher is really entitled to receive baggage, and shall not be liable for damage or expenses incurred by the passenger caused by baggage delivery without such verification.

5.14.6. If the Airline or the Handling Company did not issue the checked baggage to the passenger at the airport of destination, then, upon the written application of the passenger, issued on the basis of the transportation document, the Airline, through the Handling Company, provides the necessary measures to search for the checked baggage, including:

- sending a request to the airport of departure about the presence of unsent baggage;
- sending requests to airports where baggage could be delivered by mistake;
- sending a request for the delivery of baggage if it is found.

#### **5.15. Storage and Sales of luggage**

5.15.1. Passenger's luggage at the destination airport can be stored free of charge for 7 days, including the day of arrival.

For baggage storage beyond the period of free storage, the passenger - the owner of the baggage is charged at the current airport rates.

Storage of baggage not delivered to the airport of destination on time in accordance with the passenger's transportation document due to the fault of the Airline is carried out at the expense of the Airline. Storage of baggage not received by the passenger at the airport of destination due to the fault of the passenger is carried out at the expense of the passenger.

5.15.2. Passenger's baggage, on which there is no baggage tag, and whose owner has not been identified, is considered undocumented baggage.

5.15.3. Passenger's baggage from the moment of its delivery to the airport of destination, including undocumented baggage, is considered unclaimed if within 3 months from the date of its arrival it has not been received by anyone and is sold (disposed of) by the Airline in accordance with the legislation of the Republic of Uzbekistan.

5.15.4. The Airline or the Handling Organization are obliged, within the established period of storage before the sale (disposal) of baggage as unclaimed, to take reasonable measures to search for the passenger - the owner of the baggage.

5.15.5. Undocumented baggage, the owner of which was identified as a result of the search, is stored at the airport for 3 months from the date when the airport of destination, which received such baggage, sent a written notification to the owner about the arrival of the baggage. After this period, baggage is considered unclaimed and is subject to sale (disposal).

5.15.6. Perishable products that are in unclaimed or undocumented baggage, in case of damage, are subject to destruction. The impossibility of their further storage and further destruction are formalized by an act.

5.15.7. Hand luggage left or forgotten by a passenger on board an aircraft is stored at the destination airport for the time and under the conditions of storage of undocumented and unclaimed baggage.

#### **5.16. Abandoned, forgotten or mishandled luggage**

5.16.1. The airline or service organization must take all necessary measures to search for baggage if the passenger, after arriving at the destination, stopover or transfer, did not receive his baggage and declared in writing that the baggage had not arrived without leaving the baggage claim area, in the corresponding application.

5.16.2. In case of non-delivery of baggage to a passenger due to the fault of the Airline, baggage, the carriage of which was paid for by the passenger in accordance with the rules established by the Airline, is sent to the point of destination, stopover or transfer at the expense of the Airline.

5.16.3. If the checked baggage is not found within twenty-one days from the date of submission of the application for non-receipt of the baggage, the passenger has the right to demand compensation for damage caused by the loss of the checked baggage.

5.16.4. If checked baggage is found, the Airline ensures notification of the owner of the checked baggage and its delivery to the airport (point) indicated by the passenger and at the request of the passenger, without charging an additional fee.

## **CHAPTER 6. TRANSPORTATION OF CARGO**

### **6.1. General requirements**

6.1.1. The airline carries cargo and mail on regular and charter flights in baggage- cargo compartments in the order of additional loading of aircraft performing international flights.

6.1.2. The airline accepts for transportation cargo, the nature of the package and the properties of which allow its safe transportation under the following conditions: at low pressure up to 145 mm Hg, at a temperature of +/- 60 degrees. Celsius and overloads up to 3g. Cargoes must be packed taking into account their specific properties and characteristics in such a way that, under normal handling measures, their safety during transportation by air is ensured, and also to exclude the possibility of harm to persons or damage to other cargo or property of the Airline.

6.1.3. Certain types of special cargo (perishable, dangerous, animals, etc.), as well as heavy and oversized cargo that require special conditions for their movement by air, are also accepted for transportation, in accordance with the conditions set forth in these rules and requirements of domestic, international or other regulatory documents.

6.1.4. The dimensions of the cargo are limited by the dimensions of the loading hatches and baggage cargo compartments, as well as the possibility of secure fastening of such cargo.

6.1.5. The weight of the transported cargo is limited by the maximum permissible commercial load of the aircraft used, and is also limited by the maximum permissible load on the floor of the aircraft BGO.

6.1.6. The transported cargo is subject to mandatory inspection by the aviation security service of the airport of departure using technical means of inspection.

6.1.7. When paying for and/or arranging transportation, the agent for the sale/registration of transportation provides the consignor with reliable and complete information about the conditions of transportation, including information:

- on the terms of the contract for the carriage of goods by air;

- about the rules of cargo transportation;
- on the conditions for applying the tariff;
- on general requirements related to border, customs, sanitary and quarantine, veterinary, quarantine and phytosanitary control provided for by the legislation of the Republic of Uzbekistan.

6.1.8. In case of forced termination of the contract for the carriage of goods at the point of departure, as well as in cases where the aircraft operating the flight returns to the point of departure due to the fault of the Airline or due to meteorological conditions, the cost of carriage of goods specified in the air waybill is returned to the consignor without deducting the fee for termination of the contract of carriage. In case of forced termination of the contract for the carriage of goods at the transfer point, the amount to be returned for the unfulfilled carriage is determined by the conditions for applying the tariffs and fees of the Airline.

6.1.9. The consignor's refusal to transport goods is considered forced in the following cases:

- failure to send the cargo from the airport of departure within the period specified in the transportation document;
- performance by an aircraft carrying cargo, landing at an airport other than the airport of destination, according to the transportation document;
- delays in the carriage of goods at the transfer airport for more than the period specified in the transportation document.

## **6.2. Air waybill**

6.2.1. The air waybill certifies the conclusion of the contract for the carriage of goods by air, its acceptance for carriage, as well as the conditions for the carriage of goods. The air waybill contains information about the carriage of cargo when it is moving from the airport (point) of departure to the airport (point) of destination, as well as payment information.

6.2.2. The air waybill is issued on the basis of an application for the carriage of cargo signed by the shipper and a document proving the identity of the shipper, or a power of attorney and an identity document of the bearer of the power of attorney.

6.2.3. Carriage of cargo is carried out after the Airline or ground handling agent has issued an air waybill and paid for this transportation by the consignor.

6.2.4. The air waybill must have at least four mandatory originals: one original remains at the airport of departure for the issuing Airline, the second is intended for the consignee and must follow with the cargo, the third is issued to the shipper and is a confirmation of acceptance of the cargo for transportation, the fourth original remains at the airport of departure, for the airport of departure.

6.2.5. The air waybill set may additionally include up to five copies of copies (for confirmation of receipt of the cargo, destination airport, first carrier, second carrier and service organization), each of which must have a number and a note that this is an additional copy.

6.2.6. The air waybill must show:

- terms of the contract for the carriage of goods;
- conditions for limiting the liability of the Airline for domestic and international transportation of cargo for its loss, shortage, damage (spoilage) or delay in transportation.

6.2.7. The typographical text on the front side of the air waybill form (the name of the form, the name of the column and other information), as well as on the back of the air waybill form, must be made in Russian and English.

## **6.3. Carriage payment**

6.3.1. The sale of air transportation of goods is carried out at the rates established by the Airline. Shipping charges are published in USD (or equivalent in local currency) per kilogram of cargo (gross).

6.3.2. Payment for the carriage of cargo / mail is made in accordance with the tariffs established by the Airline. Incomplete kilograms are rounded up to integers. Rounding is carried out according to the following rules: up to 500g - up to a whole kilogram down, 500g and over - up to a whole kilogram up.

6.3.3. The tariffs set by the Airline include payment only for the carriage of cargo (the cost of air freight, cargo handling on the platform - loading / unloading from the aircraft) and do not include the

cost of additional services, such as customs clearance, door-to-door delivery, storage and any or fees (for transfers, etc.), taxes or duties, which are paid by the consignor separately directly upon delivery of the cargo at the airport of departure.

The term for making an advance payment for transportation is indicated when confirming the booking and is limited to three days before the flight departure. When booking cargo later than this period, payment for transportation must be made during the day when the booking was made. In the case of booking cargo less than 12 hours before the flight departure, payment must be made immediately after booking confirmation.

6.3.4. The amount of the payment to be paid is calculated by the transportation sales agent in the agency based on the data provided by the shipper when booking. The final settlement between the shipper and the Airline occurs when the air waybill is issued at the cargo warehouse, after the cargo is weighed and measured.

#### **6.4. Conditions for accepting cargo for carriage**

6.4.1. Cargo is accepted for air transportation, which, by its characteristics, properties, volume, weight and packaging, is approved for transportation by aircraft in accordance with the requirements of the aviation rules of the Republic of Uzbekistan and other regulatory legal acts of the Republic of Uzbekistan, international documents in the field of civil aviation and other regulatory documents in the field of civil aviation, as well as these rules.

6.4.2. The cargo is accepted for transportation under the following conditions:

- the dimensions of the cargo must ensure free loading (unloading) to/from the aircraft, its unhindered placement in the baggage and cargo compartments of the aircraft and its fastening;
- weight, dimensions or volume of cargo do not exceed the norms established for a certain type of aircraft;
- the cargo has a serviceable package, which ensures the possibility of its reliable fastening and placement on board the aircraft, safety during transportation, transshipment, reloading, transportation and storage.

6.4.3. Goods with damaged packaging or packaging that can be considered damaged (have tears, holes, signs of leakage, faulty lids or locking devices) will not be accepted for carriage until the violations are corrected.

6.4.4. Cargo declared and accepted for transportation on the flights of the Airline:

- the packaging of each piece of cargo must have a shipping and transport marking, and a cargo that requires special conditions of transportation must also have a special marking;
- cargo during transportation should not create a danger to passengers, crew members of the aircraft on which it is transported, as well as to baggage or cargo transported together with it;
- the consignor is obliged to provide the necessary documents provided for by the legislation of the Republic of Uzbekistan, the legislation of the country, in the territory, from the territory or through the territory of which the transportation is carried out, international agreements, as well as the rules of the Airline;
- import, export, transit or transfer of cargo must be permitted by the laws and regulations of the country, into the territory, from the territory or through the territory of which the transportation is carried out;
- cargo pressure on the floor of the aircraft does not exceed the maximum allowable value for this type of aircraft.

6.4.5. Perishable, dangerous goods, live animals, wet cargo and other special cargo are accepted for transportation if they are approved for transportation by the legislation of the Republic of Uzbekistan, international documents in the field of civil aviation and other regulatory documents in the field of civil aviation, as well as these rules.

6.4.6. When transporting goods requiring special conditions, the consignor must submit all documents simultaneously with the air waybill in accordance with the Phyto-sanitary, quarantine and other rules for the transportation of these goods. Upon acceptance of the cargo, the Airline or the service organization checks the availability of the required documents.

6.4.7. The shipper bears full responsibility for the incompleteness or inaccuracy of information

about the weight of the package, the number of packages for the shipment, as well as information about the nature of the cargo, in particular - for cargo that requires special conditions of transportation and special marking.

6.4.8. The shipper is liable for damage caused to the Airline or another person to whom the Airline is responsible due to the incorrectness, inaccuracy or incompleteness of this information.

6.4.9. The consignor must independently deliver the cargo to the airport of departure within the agreed timeframe, determined by the operating mode of the cargo complex, while the transportation of this cargo must have a confirmed reservation and must be paid.

6.4.10. The document confirming the acceptance of the cargo for transportation for the shipper is a copy of the air waybill, which is also a document confirming the conclusion of the contract for the air transportation of this cargo.

## **6.5. Cargo weighing**

6.5.1. When accepting cargo for transportation, the handling organization is obliged to weigh and measure the cargo in the presence of the consignor and indicate its actual weight in the air waybill, as well as indicate the volumetric weight of this cargo, based on its linear dimensions.

6.5.2. When accepting oversized cargo for transportation, it is allowed to be guided by the weight characteristics of the cargo presented in the shipper's technical documentation, as indicated in the air waybill.

6.5.3. The consignor is responsible for the accuracy of the information provided on the mass of bulky and other oversized cargo in accordance with applicable law.

## **6.6. Requirements for packaging and labeling of cargo**

6.6.1. Goods presented for transportation must be packed in containers, containers and other components and materials that protect the cargo from damage, deterioration and loss, its integrity and protect the environment from pollution.

6.6.2. Cargoes must be packed taking into account their specific properties and characteristics in such a way that, under normal conditions and handling measures, their safety is ensured during transportation, transshipment, reloading, transportation and storage, and access to the contents and the possibility of causing harm to passengers, crew members, third parties, aircraft, other cargo, baggage or property of the Airline.

6.6.3. The packaging of dangerous goods for air transport must comply with the requirements established by the Technical Instructions for the Safe Transport of Dangerous Goods by Air issued annually by ICAO.

6.6.4. Metal, glass, ceramic, wooden, plastic and other containers, in which liquid and other cargoes to be transported by air are packed (filled), must withstand internal overpressure, depending on the flight altitude and temperature, and fully guarantee against leakage, spillage or scattering of content.

6.6.5. The airline has the right to refuse to accept cargo for transportation if the packaging of the cargo does not ensure its safety.

6.6.6. Each piece of cargo must have a shipping and transport marking, and special-purpose cargo - a special marking. The marking must be clear, legible and reliable.

6.6.7. The Airline or the Handling Company indicates in the transport marking information about the airport (point) of departure, the airport (point) of destination, the number of packages in the consignment, the serial number of the package, the weight of the package, the number of the air waybill.

6.6.8. The consignor indicates in the shipping marking reliable and sufficient information about the full name of the consignor and consignee, the destination and point of departure, the number of packages of the cargo shipment, the serial number of the package in the lot, the weight, volume and overall dimensions of the package, as well as information about the nature of the cargo requiring special conditions of transportation by applying special markings.

6.6.9. The shipping label must contain signs indicating how the cargo is to be handled.

6.6.10. The airport of departure marks the cargo with an adhesive cargo tag, which indicates the number of the air waybill, the airport of departure and destination, the number of pieces, and the weight of the cargo.

6.6.11. The airline has the right to refuse to accept cargo for transportation if the marking does not meet current standards.

### **6.7. Loading and unloading cargo**

6.7.1. The loading of cargo into the aircraft and its unloading from the aircraft is carried out by the Airline or the Handling Company.

6.7.2. The airline has the right to demand from the consignor (consignee) for loading (unloading) oversized and heavy cargo the necessary devices, equipment and fastening materials.

### **6.8. Carriage of light cargo**

6.8.1. Lightweight cargo is considered to be the volume of which exceeds 0.006 cubic meters. (6,000 cc) per 1 kg gross or gross 1 cu. meters of which is less than 166.66 kg.

6.8.2. Lightweight cargo is paid for by volumetric weight (kg), which is calculated using a special formula: length (cm), width (cm), height (cm) are multiplied and the resulting value is divided by a factor of 6000 cc/kg.

6.8.3. If the values are equal, or if the value of the actual weight exceeds the volumetric weight, which is calculated as the product of the cargo volume by 166.66 kg, the value of the actual weight of this cargo is applied.

6.8.4. If the value of the volumetric weight exceeds the actual volumetric weight, then the volumetric weight is applied to the calculation of payments for transportation, and when issuing the Air Waybill, the volumetric weight payable is indicated in the "Gross Weight" column.

### **6.9. Carriage of heavy and oversized cargo**

6.9.1. One piece of cargo weighing more than 80 kg is considered heavy. The maximum allowable weight of one piece of heavy cargo depends on the type of aircraft (maximum allowable specific load on the aircraft floor), the capabilities of the airport (availability of equipment and manpower).

6.9.2. Heavy-weight cargoes are transported both packed and unpacked, if it is allowed by the technical conditions of their transportation.

6.9.3. The tare of heavy cargo should be designed for a load equal to the mass of the cargo, taking into account overload factors.

6.9.4. Heavy loads without containers (electric motors, engines, etc.) must be presented for transportation mounted on special wooden pallets (pallets), or they must be packed with cushioning material in the form of wooden beams or boards in such a way that the load on the floor of the BGO of the aircraft did not exceed the established norm and ensured the possibility of operation of loaders.

6.9.5. When transporting heavy and oversized cargo, in matters of loading, mooring and calculation of persistent safety walls, one should be guided by the instructions for loading, unloading, mooring and transporting cargo by aircraft of the appropriate types.

6.9.6. Heavy cargo must be properly packaged and loaded in such a way as not to damage the structure of the aircraft or other cargo.

### **6.10. Carriage of transfer cargo**

6.10.1. Transfer cargo is accepted for transportation after receipt of booking confirmation on all sections of the cargo (including sections performed by other Enterprises).

6.10.2. When accepting transfer cargo for transportation, the Airline or the Agent issues an air waybill indicating the transfer airports.

6.10.3. The airline must deliver the transfer cargo to the airport of reloading for such a period before the departure of the aircraft performing the connecting flight, so that all administrative formalities and technological procedures for the transfer of cargo from one aircraft to another can be completed.

6.10.4. International air transportation of transfer cargo is carried out in compliance with the requirements of the state authorities of the countries through whose territory such transportation is carried out.

6.10.5. Transfer cargo that arrived at the airport of reloading in a package that does not ensure its

safety for further transportation must be repackaged by the carrier transferring the cargo. Further transportation of the transfer cargo is carried out after the packaging defect is eliminated and the air waybill for the cargo is reissued according to the actual weight with the issuance of the relevant act attached to the transportation document.

#### **6.11. Carriage of perishable goods**

6.11.1. Only high-quality perishable goods are accepted for transportation by air, which will not lose their qualities during transportation.

6.11.2. The shipper or his agent is obliged to coordinate the transportation of perishable cargo with the Airline no later than 48 hours before the flight departure.

6.11.3. Perishable goods for the purposes of these rules are divided into the following groups:

- vegetable products: fruits, berries, vegetables, etc.;
- products of animal origin: meat of animals and birds, chilled and smoked fish, eggs, caviar, etc.;
- processed products: butter, fats, frozen fruits and vegetables, sausages and cheeses, etc.;
- preserved blood, vaccines, biological preparations, etc.;
- living plants, flowers, seedlings, tubers, seeds.

6.11.4. The airline accepts perishable cargo for transportation provided that:

- transportation or export/import of cargo is not prohibited by the laws and regulations of the importing/exporting country;
- the cargo is packed in such a way as to be suitable for transportation by aircraft;
- the cargo is accompanied by the necessary shipping documents;
- the cargo will not cause harm to the aircraft, personnel or property of the Airline, and will not disturb passengers.

6.11.5. Perishable cargo is accepted for transportation upon presentation by the consignor of documents (certificates, certificates or certificates) confirming that the cargo will not lose its qualities when it is moved within the stipulated transportation time.

6.11.6. Documents confirming the quality of the cargo must be issued by the authorized state authority within 24 hours before the delivery of the cargo for transportation and presented by the consignor separately for each consignment.

6.11.7. Documents confirming the quality of perishable cargo must indicate the maximum terms for the transportation of this cargo by air. The Airline or the Handling Organization may refuse to transport perishable cargo or return it to the shipper if he cannot deliver it within the specified time.

6.11.8. If a perishable cargo accepted for carriage cannot be transported within the time specified in the air waybill, the Airline or the Handling Organization shall immediately notify the consignor of this and return the cargo and the carriage fee to him, unless otherwise ordered by the consignor.

6.11.9. If perishable cargo is in danger of deterioration, the Airline or the service organization takes the measures agreed with the consignor necessary to ensure its interests and the interests of the consignor, consignee and others.

#### **6.12. Carriage of human and animal remains**

6.12.1. Human remains in coffins, urns with ashes, as well as animal remains in boxes that meet the safety requirements of sanitary standards are accepted for transportation by air.

6.12.2. Transportation by air of human remains is subject to the presentation by the consignor of a death certificate issued by the registry office and a certificate from health authorities that there are no obstacles on their part to the transportation of human remains.

6.12.3. Transportation of animal remains is subject to the presentation by the consignor of a certificate from a veterinary institution.

6.12.4. The following are allowed for air transport:

- metal or wooden coffins (boxes for animals) sheathed with sheet metal, carefully sealed, enclosed in wooden boxes, the free space between the metal coffin and the wooden box must be covered with sawdust, coal, peat or lime;
- urns with ashes - in boxes upholstered with thick cloth.

- 6.12.5. Coffins with human remains are transported with accompanying persons.
- 6.12.6. Transportation of coffins with human remains, as well as animal remains on passenger aircraft is allowed if there are luggage and cargo spaces isolated from passengers.
- 6.12.7. Transportation of coffins with human remains, as well as animal remains in the same cabin together with passengers is prohibited.
- 6.12.8. Urns with ashes can be transported both in baggage and cargo spaces and in the aircraft cabin as cargo, upon presentation of a death certificate, a certificate from health authorities or a veterinary institution.
- 6.12.9. Loading of coffins with human remains and boxes with animal remains in passenger aircraft is carried out before boarding passengers, unloading them at the destination airport is carried out after disembarking passengers and unloading baggage.
- 6.12.10. Conducting official farewells, meetings and ceremonies during the loading and unloading of coffins with human remains from an aircraft is prohibited.
- 6.12.11. For the transportation of coffins with human remains (adults and children aged 12 years and over), a fee is charged at the freight rate based on 200 kg, regardless of the weight of the coffin.
- 6.12.12. Payment for the transportation of boxes with animal remains is made in accordance with the cargo tariff established by the Airline.
- 6.12.13. For the transportation of coffins with human remains (children) under the age of 12, payment is charged at the freight rate per 100 kg, regardless of the weight of the coffin.
- 6.12.14. Persons accompanying the coffin with human remains are required to purchase a passenger ticket at the established fare.
- 6.12.15. Transportation of urns with ashes is carried out with payment at the freight rate for 15 kg, regardless of the weight of the urn.
- 6.12.16. The aircraft crew is informed about the availability of human remains for transportation in the load sheet with the HUM code. The HUM code does not apply to urns containing ashes.

### **6.13. Carriage of dangerous goods**

- 6.13.1. Air transportation of dangerous goods is carried out in accordance with the legislation of the Republic of Uzbekistan and other states, ICAO, IATA documents, international treaties of the Republic of Uzbekistan, as well as the Rules for the Transportation of Dangerous Goods of the Airline.
- 6.13.2. Only properly classified, identified, packaged, marked, documented dangerous goods are accepted for transportation in accordance with the requirements of international treaties of the Republic of Uzbekistan and regulatory legal acts of the Republic of Uzbekistan.

### **6.14. Freight transportation of animals**

- 6.14.1. Animals are accepted for transportation upon presentation by the consignor of documents provided for by international treaties of the Republic of Uzbekistan, regulatory legal acts of the Republic of Uzbekistan and the legislation of the country, to the territory, from the territory or through the territory of which transportation is supposed.
- 6.14.2. The animal is accepted for transportation in a strong container (containers, transport cages, etc.) that provides the necessary convenience during transportation, safety and compliance with sanitary requirements, as well as fastening on board the aircraft.
- 6.14.3. The shipper is required to obtain a veterinary certificate, as well as export/import and transit permits.
- 6.14.4. The shipper is responsible for all necessary labeling and labeling of each animal container. Each container must have enough space to affix the required signs and markings. Each package with animals is marked with a tag, which indicates the scientific and generally accepted name of the animal.
- 6.14.5. Transportation of animals can be carried out with the accompanying of this cargo, allocated by the consignor or consignee. The cargo escort is responsible for the safety of the animals and ensures the safety of the service personnel during ground handling.
- 6.14.6. The consignor is obliged to provide for the transportation of animals the necessary feed, drinking water, equipment for feeding and drinking animals along the route, bedding and fastening materials, and a veterinary first aid kit.



6.14.7. When transporting animals and animals, the consignor is obliged to provide special stalls, containers or transport cages for their transportation.

6.14.8. The Airline shall not be liable for any loss, damage or expense arising from the death or injury of an animal, whether from natural causes or when such injury is caused by the behavior of the animal itself. Also, the Airline is not responsible for the injury/death of an animal caused by defects in the container, or the inability of the animal to withstand changes in its natural environment during transportation by air.

#### **6.15. Delivery of cargo at the destination**

6.15.1. The delivery of the cargo to the consignee is carried out only after payment of all payments and fulfillment of the requirements related to border, customs, sanitary-quarantine, veterinary, quarantine and phytosanitary types of control provided for by the legislation of the Republic of Uzbekistan or the legislation of the country to which the cargo was transported.

6.15.2. Carriage of cargo is considered completed after the delivery of the cargo to the consignee in accordance with the conditions specified in the air waybill.

6.15.3. The Airline or the Handling Organization is obliged to notify the consignee of the arrival of the cargo at his address no later than twelve hours after the arrival of the aircraft on which the cargo was delivered to the airport of destination, and cargo requiring special conditions of transportation, with the exception of oversized, heavy and bulky - no later than three hours after the arrival of the aircraft carrying the cargo to the airport of destination, unless otherwise provided by the contract for the carriage of cargo by air.

6.15.4. The notification shall be sent by mail or other commonly accepted means (telephone, e-mail, etc.). The airline is not responsible for non-receipt or delay of this notice.

6.15.5. The consignee is obliged to accept and take out the cargo that arrived at his address. Delivery of cargo is carried out at the airport of destination to the consignee or a person authorized by him, indicated in the air waybill.

6.15.6. When issuing the cargo, the Airline or the Handling Organization is obliged to check the number of packages and the weight of the arrived cargo.

6.15.7. If damage to the container or packaging, seals of the consignor, which may affect the condition of the cargo, is detected, the Airline or the Handling Organization is obliged, with the participation of the consignee, to weigh the damaged package, open it and calculate the contents.

6.15.8. The opening of the cargo package is carried out by a commission established by the Airline or the Handling Organization. After opening the package, the cargo must be repackaged and sealed by the Airline or the Handling Company.

An act is drawn up on opening the cargo package, which indicates the actual weight of the damaged cargo or piece, the number of packages in the consignment, describes the contents and condition of the cargo inside the container of the damaged packages. The act is signed by the Airline (representative of the Airline).

6.15.9. The consignee has the right to refuse to receive damaged or damaged cargo if it is found that the quality of the cargo has changed so much that it is impossible to use it in full or in part in accordance with its original purpose.

6.15.10. The consignee is obliged to pay all payments and fees due from him, including payments not collected from the consignor upon acceptance of the cargo for transportation, and accept the cargo from the Airline.

#### **6.16. Storage and disposal of cargo**

6.16.1. The Airline or the Handling Company is obliged to ensure proper storage of the cargo arrived at the airport of destination before issuing it to the consignee within the established storage periods.

6.16.2. If the consignee did not receive the arrived cargo within three days from the day following the day the notification of the arrival of the cargo was sent to his address, or within the period established by the Airline or the contract for the air carriage of cargo, or refused to accept it, the Airline or the Handling Company is obliged to notify the shipper, to retain the goods for storage at the expense and risk of the shipper.

6.16.3. If the consignee has not claimed the arrived cargo after ten days from the date of sending the

notification of the arrival of the cargo to his address, the Airline or the Handling Company sends the consignee a second notification about the need to receive the cargo.

6.16.4. If after ten days from the date of sending the notice of the need to receive the cargo, the cargo is not claimed, or the consignee refused to accept it, the Airline or the Handling Company notifies the consignor of the non-delivery of the cargo. The said notification must contain a warning about the possible sale or destruction of the cargo in the absence of the consignor's orders within the period specified in the notification.

6.16.5. In the absence of the consignor's instructions within thirty days from the date of sending the notice of non-delivery of the cargo, or if the execution of the orders received is impossible, the cargo is recognized as unclaimed and can be sold or destroyed in the prescribed manner.

6.16.6. Cargo that arrived at the destination airport without documents and (or) without proper marking (hereinafter referred to as undocumented cargo) is stored at the destination airport until its ownership is clarified. The Airline or the Handling Company is obliged to take the necessary measures to store this cargo during the entire time of the search for documents and the consignor and / or consignee, but not more than sixty days from the date of arrival at the airport of the aircraft, on which the undocumented cargo was delivered. Cargo that arrived at the airport of destination without documents, but whose ownership is established, is issued to the recipient according to the act.

6.16.7. The following cargo is subject to sale or destruction:

- recognized as unclaimed, the storage period of which has expired;
- the cargo is in danger of being damaged;
- damaged cargo, the further transportation of which is recognized as impossible or inexpedient.

6.16.8. Realization and destruction of the cargo specified in clause 6.16.7. is made in accordance with the procedure established by regulatory legal acts in force on the territory of the country of the airport of destination.

6.16.9. The Airline or the Handling Company is obliged, as far as possible, to inform the shipper of its decision to sell the cargo.

6.16.10. The Airline or the Handling Company may sell the cargo without waiting for the shipper's decision, if the delay in the sale of the cargo may lead to its damage or the complete inability to use the cargo for its intended purpose. The Airline or the Handling Organization is obliged to inform the consignor and consignee about the sale of this cargo.

6.16.11. When selling the cargo, the Airline has the right to withhold from the received amounts all the amounts due to it and other persons to reimburse the costs associated with non-receipt of the cargo, and transfer the remaining amount to the consignor. The sale of the cargo does not release the consignor from reimbursement to the Airline and other persons for expenses not covered by funds received from the sale of the cargo.

## **6.17. Cargo handling**

6.17.1. The consignor has the right in the manner prescribed by these rules of the Airline:

- receive back the cargo handed over for transportation before its departure;
- change in the consignee's consignment note before the delivery of the cargo to the person authorized to receive it;
- dispose of the cargo in case of non-acceptance by the consignee or the impossibility of issuing it to the consignee.

6.17.2. Shipper's orders related to the carriage of cargo are binding, except in cases where such an order may cause damage to the Airline or other persons.

6.17.3. If the execution of the shipper's order is impossible, the Airline has the right to refuse to execute this order and is obliged to immediately send a notification to the shipper about the impossibility of executing his order.

6.17.4. The cargo is disposed of on condition that the Airline presents the original air waybill. All instructions of the consignor on the disposal of the cargo are made in writing.

6.17.5. The costs associated with the disposal of cargo are reimbursed by the consignor, except for the case when the disposal of cargo is caused by a violation of the contract for the air carriage of

cargo by the Airline.

6.17.6. The consignor has the right to dispose of the cargo until the consignee receives the cargo or the consignee performs actions indicating that he claims the cargo. In case of non-acceptance of the cargo by the consignee or the impossibility of issuing it to the consignee, the consignor is obliged to dispose of the cargo.

#### **6.18. Carriage of cargo with declared value**

6.18.1. Carriage of cargo with declared value by the Airline is not carried out

## **CHAPTER 7. COMPLIANCE WITH MANDATORY REQUIREMENTS**

### **7.1. General requirements**

7.1.1. Passengers arriving in the Republic of Uzbekistan, departing from the Republic of Uzbekistan and transiting / transferring with a stopover on the territory of the Republic of Uzbekistan, as well as luggage and cargo imported into the Republic of Uzbekistan and exported from the Republic of Uzbekistan, are subject to passport, customs and other rules established in accordance with the legislation of the Republic of Uzbekistan.

7.1.2. The passenger, consignor (consignee) is obliged to comply with the laws and other regulatory documents of the competent state authorities of the country from (to) which (th) or through the territory of which the air transportation of passengers, baggage and cargo is carried out, regarding the implementation of requirements for ensuring aviation security, customs, sanitary -quarantine, immigration, veterinary, phytosanitary, as well as currency and other types of control.

7.1.3. When passing through border, customs, sanitary-quarantine, veterinary, phytosanitary and other types of control, the passenger and the consignor (consignee) are obliged to comply with the requirements of the relevant state control bodies.

7.1.4. The passenger, the consignor (consignee) is obliged to present at the checkpoints across the state border entry / exit, medical and other documents established by the competent state authorities of the countries from (to) which (th) or through the territory of which the passenger, baggage and cargo are air transported.

7.1.5. Regulation of the relationship between the state control authorities and the passenger, consignor (consignee), arising in connection with the international air transportation of passengers, baggage and cargo, is solely within the competence of the passenger, consignor (consignee) and is not the responsibility of the Airline.

7.1.6. The Airline is not responsible for the availability, reliability and correctness of the execution of documents presented during the air transportation of a passenger, baggage and cargo issued by the competent state authorities.

7.1.7. The airline has the right to refuse air transportation of a passenger, baggage and cargo if the documents for this transportation are presented by the passenger, the consignor are not in full or are drawn up incorrectly. The airline is not liable to the passenger, the consignor (consignee) for the costs incurred by the latter due to non-compliance with the requirements of state control authorities regarding the air transportation of passengers, baggage and cargo.

7.1.8. The airline is not responsible for a passenger being late for a flight due to the passage of border, customs, sanitary-quarantine, veterinary, phytosanitary and other control.

### **7.2. Payment of fines and other expenses**

7.2.1. If the competent state authorities oblige the Airline to return to the airport of departure or to another airport a passenger who was denied entry to the country of destination, transfer or transit, then the passenger or the organization that issued his invitation is obliged to reimburse the Airline for all expenses incurred in connection with this transportation .

The passenger is obliged to reimburse the Airline for other expenses (payment of a fine, deposit) incurred by the Airline in connection with the refusal of this passenger to enter the country of

destination, transfer or transit.

7.2.2. The airline has the right to claim damages and apply for payment of the relevant fare and reimbursement of all expenses associated with the deportation of this passenger at the request of the competent authorities, any amounts paid by the passenger or the organization that issued the passenger for unused transportation, or any other amounts paid by the passenger or organization, that paid for the ticket and are at the disposal of the Airline.

## CHAPTER 8. LIABILITY INSURANCE

### 8.1. Carrier's liability insurance to passengers

8.1.1. An aircraft passenger is subject to compulsory accident insurance for the period of air transportation. Compulsory liability insurance for harm caused to the life and health of an aircraft passenger, as well as for loss, shortage or damage (spoilage) of baggage and belongings with the passenger, is carried out by Sam air LLC.

8.1.2. Compulsory insurance of passengers by the Airline is carried out by concluding, in the manner and on the terms provided for by the legislation of the Republic of Uzbekistan, agreements between Sam air LLC and the Insurer licensed to carry out this type of compulsory insurance.

8.1.3. The amount of the insurance premium is included in the cost of the passenger ticket and is collected from the passenger upon sale of the transportation document.

8.1.4. An aircraft passenger enjoying the right to free use of air transport in the Republic of Uzbekistan is subject to compulsory accident insurance without paying an insurance premium.

8.1.5. The sum insured for each passenger of the aircraft, provided for by the passenger's life and health insurance contract, is established in the amount not less than that provided by the law of the Republic of Uzbekistan on the date of purchase of the passenger ticket.

8.1.6. The sum insured provided for by the checked baggage insurance contract is set at an amount not less than that provided for by the law of the Republic of Uzbekistan, per kilogram of baggage weight.

8.1.7. The sum insured provided for by the insurance contract for things that are with the passenger is established in an amount not less than that provided for by the law of the Republic of Uzbekistan.

8.1.8. When performing international flights when insuring the liability of Sam air LLC to the passenger of the aircraft, including for loss, shortage or damage (spoilage) of checked baggage, as well as things that are with the passenger, the amount of insurance is set not less than the amount provided for by an international agreement RUz or the legislation of the corresponding foreign state.

8.1.9. The insurance amount of compulsory insurance of a passenger upon the occurrence of an insured event is paid regardless of the payment to the insured person or his heirs of money in connection with the same event on other grounds provided for by the legislation of the Republic of Uzbekistan.

8.1.10. Sam air LLC is obliged to draw up a report on each accident that occurred to the insured passenger during air transportation, the first copy of which is handed over to the insured passenger, his representative or heirs. The Airline is also obliged, at the written request of the Insurer, to send him, within ten days from the date of receipt of the request, a copy of the said act.

8.1.11. During the validity period of the codeshare agreement, if Sam air LLC is the actual Carrier of codeshare flights, Sam air LLC must provide insurance coverage for such flights in accordance with the terms of the agreement, including the marketing partner as an additional insured person under liability insurance.

8.1.12. Information about the insurer (its name, location, postal address, telephone number) and the compulsory insurance contract (number, date of conclusion, validity period) is available at ticket sales points or on the official website of Sam air LLC - [www.airsamarkand.com](http://www.airsamarkand.com).

8.1.13. Upon the occurrence of an insured event, Sam air LLC informs each victim, whose personal data he has, about:

- the rights of the victims and the procedure for the actions of the victims to obtain compensation for the harm caused;
- the insurer, all its branches in the regions of the Republic of Uzbekistan (name, location, postal address, telephone number, address of the official website, working hours);
- compulsory insurance contract (number, date of conclusion, validity period). Sam air LLC is also obliged to provide the specified information to other persons who have applied to it for information in connection with the occurrence of an insured event (beneficiaries).

## CHAPTER 9. REFUND OF AMOUNT FOR NON-PERFORMED CARRIAGE

### 9.1. General requirements

9.1.1. If the carriage is not performed due to the fault of the Airline, as well as in case of forced or voluntary refusal of the passenger from the flight, and the consignor - from the carriage of cargo, the Airline is obliged to return the amounts for the unused transportation document. The refund is made in accordance with these rules, the rules for applying the fares of the Airline, as well as other applicable internal rules and technologies of the Airline.

9.1.2. Refunds on an unused travel document and/or miscellaneous charges order are made during the validity period of the transportation document and/or miscellaneous charges order, unless otherwise stipulated by the fare application rules of the Airline.

9.1.3. The Airline shall refund the amounts only upon presentation of the carriage document and/or miscellaneous charges order issued by the Airline itself or its authorized agent at the place of payment for the carriage. Refunds for tickets purchased on the Airline's website are made at the Airline's offices (if any), or through the Airline's website on the Internet - if technically possible.

### 9.2. Persons entitled to receive amounts for unused (partially used) carriage

9.2.1. The refund of the amounts under the unused transportation document and / or order of miscellaneous charges is made to the person specified in these documents, or to the person who paid for this transportation, upon presentation of a document certifying such payment, and a document proving the identity and the right to receive these amounts (a power of attorney certified by notarized - for individuals or a power of attorney certified by the authorized body of a legal entity - for representatives of legal entities), or to an authorized person - upon presentation of an identity document and a document confirming the right to receive funds.

9.2.2. Refunds on an unused (partially used) paper transportation document are made only upon presentation to the Airline or its authorized representative of an order for miscellaneous charges, a receipt for paying for excess baggage, a receipt for miscellaneous charges, copies of an air waybill.

9.2.3. The refund of amounts for an unused (partially used) ticket in electronic form is made upon presentation of identification documents, the data of which was used when issuing an electronic ticket.

### 9.3. Refund of payment

9.3.1. The number of refundable amounts for an unused transportation document and (or) an order for miscellaneous charges is determined by the rules for applying the fares of the Airline.

9.3.2. In the event of an involuntary refusal of a passenger, consignor/consignee from transportation, the amount determined is returned to him, determined taking into account the effect of the following provisions:

- if the transportation was not performed, the entire amount paid for the transportation is returned;
- if the carriage was performed partially, the amount corresponding to the cost of the remaining unfulfilled part of the carriage is returned.

9.3.3. In case of voluntary refusal of a passenger, consignor/consignee from transportation, the amount is returned to him in accordance with the rules for applying the Airline's tariffs and the terms

of the contract of carriage.

9.3.4. Refunds for the unfulfilled transportation are carried out at the place of purchase of the ticket in the currency and form of payment in which the transportation was issued, in accordance with the rules for applying the Airline's fares and the terms of the transportation agreement, unless otherwise specified in the internal rules and technologies for the return of the Airline.

9.3.5. Refunds to passengers of the amounts paid for transportation performed under an aircraft charter agreement are made by the person to whom the passenger paid the cost of transportation performed under an aircraft charter agreement in the manner prescribed by the legislation of the Republic of Uzbekistan.

## CHAPTER 10. RIGHTS OF THE AIRLINE, PASSENGER AND CARGO SHIPPER

### 10.1. Airline Rights

10.1.1. The Airline may unilaterally terminate the passenger air carriage agreement, the air cargo carriage agreement in the following cases:

- violation by the passenger, cargo owner, consignor of passport, customs, sanitary and other requirements established by the legislation of the Republic of Uzbekistan in terms of air transportation, as well as the rules determined by the relevant authorities of the state of departure, destination or transit;
- refusal of a passenger, cargo owner, consignor to comply with the requirements imposed on them by these rules;
- if the state of health of the passenger of the aircraft requires special conditions of air transportation, or threatens the safety of the passenger or other persons;
- the refusal of the passenger of the aircraft to pay for the carriage of their baggage, the weight of which exceeds the established free baggage allowance and the carriage of baggage subject to mandatory payment;
- refusal of the passenger of the aircraft to pay for the transportation of the child following him in accordance with the reduced fare, except for the cases of free transportation of a child under the age of two years without providing him with a separate seat;
- violation by the passenger of the aircraft of the rules of conduct on board the aircraft, creating a threat to the safety of the flight of the aircraft or a threat to the life or health of other persons, as well as non-compliance by the passenger of the aircraft with the orders of the aircraft commander, presented in accordance with Article 52 of the Air Code of the Republic of Uzbekistan;
- the presence in things that are with the passenger, as well as in baggage, cargo of objects or substances prohibited for air transportation.

10.1.2. In case of termination at the initiative of the Airline of the validity of the contract for the carriage of passengers by air, the contract for the carriage of goods by air, the amount paid for the unused air carriage in accordance with the rules for applying the tariffs of the Airline is returned to the passenger, cargo owner, consignor, except for the case provided for in clause 10.1.1 of this chapter. In the case provided for in paragraph 10.1.1 of this chapter, the amount paid for air transportation to the passenger of the aircraft is not returned.

### 10.2. Rights of the passenger and shipper

10.2.1. The rights of the passenger and the consignor are determined by the contract for the carriage of passengers by air, the contract for the carriage of goods by air presented in the carriage documents, as well as these rules.

10.2.2. The passenger has the right to unilaterally terminate the air transportation agreement and voluntarily refuse transportation at the initial airport, transit airport, transfer with notification of the Airline.

10.2.3. A passenger who voluntarily refuses transportation may receive back the cost of the previously paid unused air transportation in accordance with the rules for applying the fares of the Airline.

10.2.4. In the event of a passenger's involuntary refusal to travel, the Airline is obliged to send the passenger (cargo) with his consent on one of the next flights operated to the destination indicated in the passenger's transportation document, or refund the passenger the cost of transportation or part of the cost of transportation - for the unused section of transportation without deduction collection.

10.2.5. The passenger has the right to refuse transportation in the manner prescribed by the legislation of the Republic of Uzbekistan. The forced refusal of a passenger from transportation is recognized as a refusal in the event of:

- cancellation or delay of the flight indicated on the ticket;
- changes by the Airline of the transportation route;
- non-scheduled flight;
- failed departure of the passenger due to the impossibility to provide him with a seat on the flight and on the date specified in the ticket;
- the failed transportation of a passenger on an aircraft caused by the passenger's delay at the airport due to the duration of his inspection, if during the inspection of baggage or personal inspection of the passenger no substances and items prohibited for transportation were found;
- failure by the Airline to provide flight connections in the event of a single transportation;
- illness of a passenger or a member of his family or a close relative traveling with him on an aircraft, which is confirmed by medical documents, or the death of a member of his family or close relative, which is documented, provided that the Airline is notified about this before the end of the established check-in time for passengers specified in flight ticket;
- failure to provide the passenger with service in the class indicated on the ticket.

The illness of a passenger or a member of his family or a close relative traveling with him on an aircraft is the basis for the involuntary refusal of the passenger from transportation if there are contraindications to the flight confirmed by medical documents on the date of departure of the aircraft specified in the ticket.

10.2.6. In case of forced refusal of a passenger from transportation, the Airline makes a note in the transportation document or issues a document to the passenger confirming the circumstances specified in clause 10.2.5 of these rules.

10.2.7. Refusal of a passenger from carriage in cases not provided for in paragraph 10.2.5 of these rules is recognized as a voluntary refusal from carriage.

## CHAPTER 11. LIABILITY OF THE AIRLINE, PASSENGER AND CARGO SHIPPER

### 11.1. General requirements

11.1.1. The airline is liable to the passenger of the aircraft and the consignor (consignee) in the manner prescribed by the legislation of the Republic of Uzbekistan, international treaties of the Republic of Uzbekistan, as well as the passenger air carriage agreement, the air cargo carriage agreement.

11.1.2. The airline, passenger, consignor and consignee for violation of customs, currency, sanitary, quarantine and other rules are liable in accordance with the legislation of the Republic of Uzbekistan.

### 11.2. Liability of the Airline for damage to life or health aircraft passenger

11.2.1. The liability of the Airline for harm caused during air transportation on the territory of the Republic of Uzbekistan to the life or health of an aircraft passenger is determined in accordance with the current legislation of the Republic of Uzbekistan, in the manner and amount determined by international treaties and civil legislation of the Republic of Uzbekistan.



### **11.3. Responsibility of the Airline for loss, shortage or damage (spoilage) of baggage, cargo, as well as things carried by the passenger**

11.3.1. The airline is responsible for the loss, shortage or damage (spoilage) of checked baggage or cargo after accepting them for air transportation and before issuing them to the passenger / consignee or before transferring them, in accordance with the established rules, to another citizen or legal entity, if it does not prove that he has taken all necessary measures to prevent harm or such measures could not be taken.

11.3.2. The airline is responsible for the safety of the things with the passenger, unless it proves that the loss, shortage or damage (spoilage) of these things occurred due to circumstances related to the transportation process that the passenger could not prevent and the elimination of which did not depend on him, or the passenger's intent .

11.3.3. The Airline is liable for loss, shortage or damage (spoilage) of baggage or cargo, unless it proves that they were not the result of deliberate actions (inaction) of the Airline or did not occur during air transportation.

### **11.4. The amount of liability of the Airline for the loss, shortage or damage (spoilage) of baggage, cargo, as well as things that are with the passenger**

11.4.1. For loss, shortage or damage (spoilage) of baggage, cargo, as well as things that are with the passenger during air transportation on the territory of the Republic of Uzbekistan, the Airline is liable in the following amounts:

- for loss, shortage or damage (spoilage) of baggage, cargo accepted for air transportation with a declaration of value, in the amount of the declared value;
- for loss, shortage or damage (spoilage) of baggage, cargo accepted for air transportation without a declaration of value, as well as things that were with the passenger - in the amount of their value, and in its absence, in the manner and amount determined by international treaties and civil law Uzbekistan

11.4.2. The cost of luggage, cargo, as well as things that are with the passenger, is determined based on the price indicated on the seller's invoice or provided for by the contract, and in its absence, based on the average price for a similar product that existed in the place where the luggage or cargo was subject to extradition, on the day of voluntary satisfaction of such a claim or on the day of the issuance of a court decision, if the claim was not voluntarily satisfied.

11.4.3. For loss, shortage or damage (spoilage) of baggage, cargo, as well as things that are with the passenger, the Airline is responsible in accordance with the conventions relating to international air transportation, ICAO documents, as well as the provisions of existing international treaties and agreements of the Republic of Uzbekistan.

### **11.5. The responsibility of the Airline for the delay in the delivery of a passenger, baggage, cargo or mail**

11.5.1. For the delay in the delivery of a passenger, baggage or cargo to the point of destination during international air transportation, the Airline is liable in accordance with the conventions relating to international air transportation, ICAO documents, as well as the provisions of existing international treaties and agreements of the Republic of Uzbekistan, unless it proves that the delay has occurred due to force majeure, elimination of an aircraft malfunction that threatens the life or health of aircraft passengers, or other circumstances beyond the control of the Airline.

11.5.2. The conditions and rules for providing compensation, compensating and alternative services to passengers of Sam air LLC flights in case of planned schedule changes, failure situations and the sale of transportation in excess of the seat limit are established by the "Regulations on compensation to passengers in case of failure situations of Sam air LLC".

11.5.3. For loss, damage or delay in the delivery of mail, the Airline bears property liability in the amount of liability of the communication authorities to senders or addressees in accordance with the postal rules and acts of the Universal Postal Union.



### **11.6. Shipper's liability**

11.6.1 The consignor is responsible to the Airline in the cases established by these rules of the Airline and / or the terms of the contract for the carriage of goods (including, but not limited to, for the accuracy of the information provided to the Airline, customs, border and other services in connection with and about the transported cargo) , in the amount of the fines applicable in each such case and / or the amounts of real damage to the Airline suffered by the latter in each such case as a result of the actions / inaction of the shipper, committed intentionally or through gross negligence (including, but not limited to, harm caused to the Airline or to a person to which the Airline is liable, due to the incorrectness or incompleteness of the information provided by the consignor in connection with and regarding the cargo being transported).

### **11.7. Passenger liability**

11.7.1 The Passenger shall be liable to the Airline in the cases established by these rules of the Airline, the rules for applying the fares of the Airline and/or the terms of the contract of carriage, in the amount applicable in each such case in accordance with the rules for applying the fares, and/or the amounts of real damage to the Airline suffered by the latter. in each such case due to the actions / inaction of the passenger, committed intentionally or through gross negligence.

### **11.8. Agreement on Increasing the Airline's Liability**

11.8.1 The airline has the right to conclude agreements with passengers, consignors or consignees to increase the limits of its liability in comparison with the limits established by the Air Code of the Republic of Uzbekistan and / or international treaties of the Republic of Uzbekistan.

11.8.2

## **CHAPTER 12. PROCEDURE FOR SUBMISSION OF CLAIMS AND ACTIONS**

### **12.1. General requirements**

12.1.1. At the request of a passenger, consignor or consignee and upon presentation of transportation documents by one of them, the Airline is obliged to draw up a commercial act. A commercial act certifies the circumstances that may serve as the basis for the property liability of the Airline, a passenger, a consignor or a consignee.

12.1.2. A commercial act is drawn up upon delivery of baggage or cargo to certify the following circumstances:

- discrepancy between the actual name of the cargo, its mass or the number of pieces of cargo with the data specified in the transportation document;
- damage (spoilage) of the cargo;
- shortage or damage (spoilage) of checked baggage;
- detection of baggage or cargo without shipping documents or shipping documents without baggage or cargo.
- missing or damaged mail.

12.1.3. In case of violation of the contract for the carriage of passengers by air, the contract for the carriage of goods by air, the Airline shall submit an application or claim.

### **12.2. Persons entitled to file claims in case of violation of the contract for the carriage of passengers by air or the contract for the carriage of goods by air**

12.2.1. The right to file a claim and claim against the Airline, in case of violation of the passenger air carriage agreement, has:

- in case of loss, shortage or damage (spoilage) of checked baggage, as well as delay in its delivery
  - by the passenger or a person authorized by him (on the basis of the passenger's power of attorney, subject to presentation of a copy of the passenger's passport or birth certificate - in relation to a minor passenger) upon presentation of a baggage receipt and commercial act;
- in case of termination at the initiative of the Airline of the contract for the carriage of a passenger by air - a passenger.

12.2.2. The right to file a claim and a lawsuit against the Airline in case of violation of the contract for the carriage of goods by air, have:

- in case of loss of cargo - the consignee upon presentation of an air waybill issued by the Airline to the consignor, with a note of the destination airport on the arrival (non-arrival) of the cargo, if it is impossible to present such an air waybill document on payment of the cost of the cargo and a certificate from the Airline on shipment of cargo with a note on the destination airport on arrival (non-arrival) of cargo;
- in case of shortage or damage (spoilage) of cargo - the consignee upon presentation of an air waybill or commercial act;
- in case of delay in the delivery of cargo - the consignee upon presentation of the air waybill;
- the insurer - upon presentation of the relevant transportation documents, as well as documents confirming the facts of the conclusion of the insurance contract and the payment of insurance compensation.

### **12.3. Deadline for filing claims against the Airline**

12.3.1. A claim against the Airline for air transportation on the territory of the Republic of Uzbekistan can be made within six months, and claims for payment of a fine - within 45 days. The specified period is calculated as follows:

- on compensation for damage in case of shortage or damage (spoilage) of luggage, cargo or mail, as well as in case of delay in their delivery - from the date of their issue;
- on compensation for damage in case of loss of cargo - ten days after the expiration of the delivery period;
- about compensation for the loss of luggage or mail - from the moment of expiration of the delivery period;
- for compensation for damages in all other cases - from the date of occurrence of the event that served as the basis for filing a claim.

12.3.2. A claim against the Airline for international air transportation may be submitted within the following terms:

- in case of damage (spoilage) of checked baggage or cargo - no later than seven days from the date of receipt of the baggage and no later than fourteen days from the date of receipt of the cargo;
- in case of delay in the delivery of checked baggage or cargo - within twenty-one days from the date of transfer of the baggage or cargo to the disposal of the person entitled to receive it;
- in case of loss of baggage or cargo - within two years from the date of arrival of the aircraft at the airport of destination, from the day when the aircraft was supposed to arrive, or from the date of termination of air transportation.

12.3.3. The airline has the right to accept a claim for consideration after the expiration of the established period, if it recognizes a valid reason for missing the deadline for filing a claim.

12.3.4. In the absence of a written claim filed within the specified time limits, a claim against the Airline cannot be brought.

### **12.4. Claim procedure**

12.4.1. The submitted claim must be stated in writing and, if possible, in the state language of the Republic of Uzbekistan or Russian, in the form of an application, and contain all the information necessary for its consideration.

12.4.2. The claim statement states:

- the name of the Airline to which the claim is made;

- name and postal address of the institution, enterprise, organization or person who filed the claim, contact numbers, fax, e-mail address;
- the circumstances that are the basis for the claim, the content of the claim;
- the amount of the claim payment amount and its calculation, documented;
- list of documents attached to the claim;
- applicant's signature.

12.4.3. Attached to the claim are:

- as a rule, original documents certifying the conclusion of the contract of carriage and confirming the right of the applicant to file a claim;
- a commercial act issued by the Airline or the Handling Company, certifying the presence of a shortage or damage to baggage or cargo;
- original documents certifying the amount of damage caused by the loss, shortage or damage to baggage, cargo;
- other documents at the discretion of the applicant.

The absence of a commercial act and other above-mentioned documents does not deprive the passenger, consignor or consignee of the right to file a claim, but may make it difficult or longer to prepare a reasoned response to the claim.