



APPROVED BY ORDER
of Acting General Director



**HUMO AIR RULES
FOR AIR CARRIAGE OF PASSENGERS AND ADDITIONAL SERVICES**

Tashkent 2023

CHAPTER 1. GENERAL PROVISIONS

ARTICLE 1. SCOPE OF APPLICATION

1.1. These Rules for passengers' air carriage and Additional services of Humo Air (hereinafter the "Carrier"), (hereinafter the "Rules") are an integral part of the agreement for the air carriage of passengers and the provision of additional services of the Carrier.

1.2. The rules have been developed in accordance with the current laws of the Republic of Uzbekistan and apply to domestic and international air carriage of passengers and baggage performed by the Carrier.

1.3. These Rules establish the rights, obligations and responsibilities of the Carrier as well as of individuals who use its services, and are binding upon them.

1.4. The titles of chapters and articles in the Rules are for convenience only and shall not affect the interpretation and understanding of the contents of chapters and articles.

1.5. The terms and conditions for the purchase and use of additional services of the Carrier are detailed on the official website of Humo Air.

ARTICLE 2. CHANGES TO THE RULES

2.1. These Rules, instructions and other documents of the Carrier governing air carriage may be changed by the Carrier unilaterally without prior notice to passengers.

2.2. The Carrier's employees, agents and representatives of service companies are obliged to strictly adhere to these Rules and do not have the right to distort or change their provisions.

2.3. All changes, additions and amendments are made to these Rules in the prescribed manner and come into force after their approval by the head of the Carrier.

2.4. When concluding an agreement for the carriage of passengers by air, the version of the Rules in force on the date of execution of the carriage document is applied.

ARTICLE 3. BASIC TERMS USED IN THESE RULES

AGENT - a person or organization authorized to act on behalf of the Carrier in the sale of carriage or the performance of ground handling operations for passengers or ground baggage handling.

AIRPORT - a complex of structures intended for the acceptance and departure of aircraft, servicing air carriage and having for these purposes an airfield, an air terminal, and other necessary structures and equipment.

DESTINATION AIRPORT (POINT) - the airport (point) to which the passenger and baggage are delivered, in accordance with the terms of the air carriage agreement.

DEPARTURE AIRPORT (POINT) - the airport (point) from which the carriage of passengers and baggage begins under the terms of the air carriage agreement.

CHECKED BAGGAGE - passenger baggage that is accepted by the Carrier for carriage under its responsibility for its safety and for which it has issued an electronic miscellaneous document and a baggage tag.

UNCHECKED BAGGAGE (HAND BAGGAGE) - passenger baggage, other than checked-in baggage, the weight, size and number of pieces of which are determined by the Carrier, carried on an aircraft with the consent of the Carrier, and placed in passenger cabins. It is

delivered on board the aircraft by the passengers themselves, under their personal responsibility. Unchecked baggage should be weighed upon passenger check-in.

(PASSENGER) TICKET - a document that includes a baggage receipt and certifies the conclusion of an agreement for the carriage of passengers and baggage by air;

BOOKING (request) - preliminary assignment of a seat on board an aircraft for the carriage of a passenger or volume in the baggage and cargo compartments of an aircraft for the carriage of baggage, confirmed by an electronic record in the Carrier's booking system containing flight and other information about the passenger, baggage, with an assigned unique alphanumeric code. The request can be given the statuses "Purchased Reservation", "Preliminary Reservation", "Price Frozen", "Cancelled".

AIRCRAFT - an aircraft designed to carry passengers and baggage

AIR CARRIAGE - carriage of passengers and baggage on aircraft on the basis and in accordance with the terms of the air carriage contract.

ADDITIONAL SERVICES - services provided by the Carrier, agent or representatives of service organizations to the Passenger in addition to air carriage under the conditions established by the Carrier for each specific type of service.

PRE-FLIGHT INSPECTION - checking hand baggage, baggage and passengers (personal search), aircraft, aircraft crews, maintenance personnel, on-board supplies in order to detect substances and items prohibited for carriage (explosive, flammable, radioactive, toxic substances, weapons, ammunition, drugs, etc.) on air transport under aviation security conditions.

OFFICIAL WEBSITE OF THE CARRIER - www.flyhumo.com.

ITINERARY - airports (points) of departure, transit, stop and destination indicated on the ticket in a certain sequence.

INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA) - is a non-governmental international organization that develops recommendations on the level, structure and conditions of application of fares, uniform general conditions of carriage, including passenger service standards, and also makes mutual settlements between Carriers if available interline agreements.

INTERNATIONAL AIR CARRIAGE - air carriage in which the points of departure and destination, regardless of whether there is a break in carriage or not, are located either on the territory of two or more states, or on the territory of the same state, if a stop on the territory is provided for another state.

PASSENGER - an individual who is not part of the crew and is carried on an aircraft in accordance with the air carriage agreement.

CARRIER - Humo Air LLC, which performs air carriage of passengers, baggage, and has a civil aircraft operator certificate.

FLIGHT COUPON - part of a passenger ticket, in accordance with which air carriage of a passenger and baggage is performed on a certain section of the route specified therein;

BOARDING PASS - a carriage document confirming the fact that a passenger has been accepted for carriage. The boarding pass should display the following information: passenger's first and last name, 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.

AVAILABLE CAPACITY - part of the passenger cabin, baggage and cargo compartments of the aircraft used for payload.

AIR CARRIAGE DOCUMENT - a ticket or EMD confirming the passenger's right to receive the corresponding service.

FLIGHT CHECK-IN - check-in of passengers and their baggage, hand baggage for the Carrier's flight by entering data about the passenger and baggage into the check-in system and changing the status of the electronic ticket coupon.

FLIGHT - an aircraft flight (scheduled or unscheduled), performed in one direction from the initial to the destination point of the itinerary.

REGULAR FLIGHT - a flight operated in accordance with the schedule established and published by the Carrier.

SELF CHECK-IN (online check-in) - a method of registering a passenger for a flight through the Official website/mobile application of the Carrier, providing passengers with the opportunity to reduce the time required to complete the standard check-in procedure for a flight at the airport, as well as confirm their flight while away from the airport.

SERVICE FEE - a commission charged by the Carrier for:

- booking service;
- making changes to the booking.

FEE - an amount not included in the fare for air carriage, paid by the Carrier for each ticket for servicing aircraft and passengers in favor of third parties (fuel, air navigation, baggage handling, etc.)

FARE - a fee charged by the Carrier for the carriage of one passenger from the point of departure to the point of destination along a certain route, as well as for the provision of additional services. fares are approved by the carrier depending on the volume of services and the conditions for their provision.

FARE CONDITIONS - these are the conditions of the fare that should be observed (provided) when applying the fare for any age of the passenger or certain categories of passengers.

PENALTY - payment for violation of the terms of the air carriage contract, approved in the prescribed manner, provided for by the fare conditions.

ELECTRONIC VOUCHER - a personalized travel payment document that is used when purchasing a new ticket or additional Humo Air services (seats, meals, baggage, etc.), has a temporary limitation on validity.

ELECTRONIC MISCELLANEOUS DOCUMENT (EMD) - an electronic document for payment of various services and fees not included in the ticket price, stored on a special server of the Carrier (similar to the electronic ticket server).

CHAPTER 2. EXECUTION, MODIFICATION AND TERMINATION OF THE AIR CARRIAGE AGREEMENT

ARTICLE 4. AIR CARRIAGE AGREEMENT

4.1. Air carriage of passengers and provision of additional services is carried out by the Carrier on the basis of an Air Carriage Agreement concluded between the passenger and the Carrier in compliance with these Rules.

4.2. The air carriage agreement is a public contract; in terms of the method of its conclusion, it is related to the adhesion agreement and requires the passenger to join the air carriage agreement on the Carrier's terms and conditions provided for by these Rules.

4.3. Under the contract for air carriage of a passenger, the Carrier undertakes to carry the passenger to the destination airport, providing him with a seat and paid and confirmed additional services on an aircraft performing the flight specified in the Contract.

4.4. The passenger is obliged to pay for air carriage and additional services the amount according to the established fares.

4.5. When concluding an air carriage agreement or providing additional services, the rules, fares and other fees that are in effect on the date of registration of carriage documents are applied.

4.6. The air carriage contract is considered concluded from the moment of proper and timely payment of the cost of air carriage and additional services, which certifies the passenger's acceptance and agreement with the rules and conditions of carriage, including the rules for applying the fare and the rules for the provision of one or another additional service.

4.7. In case the information specified in the ticket contradicts the data contained in the Carrier's database, the data in such database shall prevail.

4.8. The Rules also establish:

- rights, obligations, responsibilities of the Carrier and passengers, paperwork procedure, carriage procedure, govern the execution, modification and termination of the contract of carriage, complaint procedure, settlement of disputes and other relations arising from the contract of carriage, and shall be binding on the parties to the contract of carriage;
- private law relations associated with carriage, including but not limited to payment and refund of a ticket, additional services, modification, termination of the contract of carriage, the Carrier's requirements for flight safety, carriage of specific categories of passengers, behavior of passengers on board are governed by the contract of carriage. In these cases, the law of the Republic of Uzbekistan shall apply to the contract of carriage;
- public law relations associated with air carriage of passengers and baggage, including but not limited to requirements for passengers in terms of permits for entry, departure of passengers, carriage of minors abroad. Requirements for aviation security are not related to the subject matter of the contract of passenger and baggage carriage and are governed by the relevant law of the countries from/to which the carriage is affected. Consequences of non-compliance by passengers with these requirements resulting in any damage to the Carrier shall be governed by these Rules and the laws of the Republic of Uzbekistan.

ARTICLE 5. GENERAL CONDITIONS OF THE AIR CARRIAGE AGREEMENT

5.1. Carriage documents are as follows:

- for a carriage of a passenger and baggage - the passenger's identity document, ticket and boarding pass, baggage tag;
- when the passenger pays fees and charges for the services provided concerning performance of the air carriage agreement (payment for additional services) - an electronic miscellaneous document or electronic voucher.

5.2. The Carrier may, without prior notice, transfer the passenger for carriage to another carrier, change the aircraft, change or cancel boarding at the points indicated on the ticket, if necessary. The schedule is subject to change without prior notice to the passenger. The Carrier is not responsible for providing connections with flights of other carriers.

5.3. The passenger should comply with the requirements of government authorities when traveling, present entry, exit and other required documents, and also arrive at the airport at

the time established by the Carrier or, in the absence of precise instructions regarding the time of arrival at the airport, with sufficient time to complete all necessary pre-flight procedures.

5.4. When concluding an air carriage agreement or providing additional services, the rules, fares and other fees that are in effect on the date of execution of the carriage document and the date of commencement of carriage are applied.

5.5. The passenger is obliged to pay for carriage and additional services using the methods specified by the Carrier. The carrier is not responsible for conducting payment transactions by third parties.

5.6. The Carrier's obligations arise upon receipt of payment of the full cost of carriage and additional services.

5.7. In order to ensure aviation safety of the flight, the passenger undertakes not to create situations that pose a threat to the health of the passenger himself, the safety of persons on board the aircraft and the safety of property, as well as inconvenience to other passengers, as well as to the Carrier's personnel - not to allow any verbal insult towards them and physical violence.

5.8. The rules on limitation of liability of the Carrier established by the Montreal Convention or the Warsaw Convention are applied to the contract for the international air carriage of passengers, in accordance with the rules of application established by these international agreements.

5.9. The Carrier's liability during carriage on the territory of the Republic of Uzbekistan is regulated by the current legal regulations of the Republic of Uzbekistan and these Rules.

5.10. Any exclusion or limitation of Carrier's liability shall apply to its employees, agents and service representatives and to any person whose aircraft is used for carriage by the Carrier and its employees, agents and representatives.

5.11. The carrier is not responsible for the authenticity and correctness of documents issued by the relevant government and other competent authorities for presentation for carriage.

CHAPTER 3. BOOKING

ARTICLE 6. GENERAL PROVISIONS

6.1 Booking a passenger seat and carrying capacity on the Carrier's aircraft is a necessary condition for carrying a passenger by air.

6.2 Registration of an electronic miscellaneous document (hereinafter referred to as "**EMD**") for the provision of paid additional services is not a mandatory condition when booking carriage (except for passengers with special requests).

6.3 Booking a passenger seat and issuing an EMD for a passenger involves carrying the passenger and providing additional services on the date, flight and route for which the booking was made.

6.4 To make a booking and comply with flight safety requirements, the passenger provides the following information:

- 1) last name, first name in Latin
- 2) the type and number of the identity document by which carriage will be made;
- 3) point and date of departure, destination, type of fare and fare package;

4) with the consent of the passenger, contact information (email address and (or) telephone number) through which the Carrier or its authorized agent selling tickets can contact this passenger);

5) information about citizenship (nationality).

6.5 To issue an electronic document for the provision of additional services and to comply with flight safety requirements, the passenger provides the following information:

1) last name, first name;

2) ticket number;

3) date of departure, direction and flight number.

6.6 The spelling of the passenger's last name and first name on the ticket or EMD should match their spelling in Latin letters on the identity document.

6.7 When issuing an EMD on the Official website of the Carrier or agency, as well as in the mobile application, the passenger/payer is personally responsible for entering the correct data.

6.8 Correction of the booking due to errors in the spelling of the passenger's last name or first name is allowed for an additional fee at the established rate and under the conditions established by the Carrier, in the following cases:

- If there are mistakes/typos in the last name and first name;
- If the last name and first name fields are swapped.

6.9 Changing the first/last name is not permissible if the general meaning changes, namely if the person participating in the carriage changes

6.10 If the passenger refuses to provide the information provided for in these Rules, the Carrier has the right to refuse booking or issue an EMD.

6.11 Purchasing and paying for a ticket or EMD for the provision of an additional service by a passenger means the passenger's agreement with the terms and conditions of the Carrier and the current fares.

6.12 The conclusion of an agreement for the air carriage of passengers and baggage (hereinafter referred to as the Agreement of Carriage) means the passenger's unconditional consent to the collection and processing of his personal data (including contact information), both with and without the use of automation tools. In cases provided for by the applicable laws of the Republic of Uzbekistan and foreign countries, the Passenger agrees to the provision by the Carrier of the Passenger's personal data to third parties, including their cross-border transfer. If the passenger agrees to a marketing mailing sent in any available way (on the Carrier's Official website, in his personal account, mobile application, loyalty system, etc.), the Carrier includes the passenger's contacts in the list for providing marketing materials and will notify the passenger about available promotions, news and other informational occasions.

6.13 By concluding a contract of carriage, the passenger agrees to the generation and issuance of a certificate of use of the ticket using its number. By transferring the ticket to third parties or informing them of the ticket number, the passenger consents to the receipt of this certificate by these persons. In this case, the Carrier is not responsible for access to data on the use of a ticket using its number.

6.14 The passenger or the person booking the carriage on behalf of the passenger, 5 calendar days before the start of the flight or within the time limits published on the Carrier's Official Website, informs the Carrier in the following cases:

1) limited mobility of the passenger;

- 2) decreased function (absence) of vision and hearing that prevents the passenger from moving independently;
- 3) in the case of subparagraph 2) of this paragraph, accompanied by a guide dog;
- 4) the presence of an infectious/viral or other disease;
- 5) pregnancy over 22 weeks;
- 6) carriage of an unaccompanied passenger;
- 7) carriage of animals (birds);
- 8) carriage of sports equipment;
- 9) the presence of baggage exceeding the established baggage allowance or large-sized, heavy baggage;
- 10) the presence of baggage, which should be carried only in the aircraft cabin.

The carrier, after receiving the specified information, informs the passenger within 24 hours about the refusal of carriage if it is not possible to ensure the carriage, based on the technical capabilities of the aircraft in the cases provided for in the subparagraphs above this paragraph.

In the above cases, the passenger is obliged to familiarize himself with the Carrier's requirements for the notification period for such carriage, which are published on the Carrier's Official Website. If the passenger fails to notify the Carrier within the time limits published on the Carrier's Official Website, the Carrier does not guarantee acceptance of such passenger or his baggage on the flight.

6.15 Reservations and registration of carriage and additional services are made in accordance with the terms of application of the fare on the date of purchase.

6.16 Registration of additional services on the Carrier's official website/in the Humo Air mobile application, as well as in the contact center and travel agencies, is available both during ticket registration and after purchasing a ticket, but no later than 3 hours before departure on domestic routes, 3 hours - on international routes.

6.17 Reservation of a passenger seat for a passenger is considered preliminary until the Carrier has issued a carriage document to the passenger and the passenger has made payment for carriage.

6.18 Advance booking of an air ticket is a paid service. The carrier informs the passenger of the validity period of the advance booking. A preliminary booking may be canceled by the Carrier upon expiration of the booking without warning the passenger.

6.19 The cost of advance booking will be charged in the amounts and under the conditions established by the Carrier. Payment for this service is non-refundable.

6.20 Advance booking of an air ticket is canceled without warning if, after the expiration of the booking validity period, the passenger has not made payment for the air ticket or has not complied with other requirements of the Carrier.

6.21 Pre-booking of an air ticket is confirmed by the issuance of a unique booking number by the Carrier's automated booking system.

ARTICLE 7. CHANGES TO THE TERMS AND CONDITIONS OF THE AIR CARRIAGE AGREEMENT

7.1 The possibility of changing the terms of the carriage agreement is established by the terms of application of the fare.

7.2 If you voluntarily change the terms of the air carriage agreement, service fees, fines may be charged in accordance with the terms of application of the fare, and possible differences in fares.

7.3 In case of voluntary change of the date of carriage, the preservation of some additional services is not guaranteed. It is necessary to obtain confirmation of the service for the changed date from the contact center of the Carrier or agency.

7.4 Payment of fees and fines for changing the terms of the air carriage agreement is made in the currency of the country of payment of this fee at the rate established by the automatic booking system on the date of payment.

7.5 If there is a forced change in the terms of the contract, the rules provided for in clause 15.2 of these Rules apply.

7.6 Re-issuance/exchange of a passenger's ticket or EMD to another person is not permitted.

7.7 Changing the domestic carriage route within the Republic of Uzbekistan to an international route, as well as in the reverse order, is not permissible.

ARTICLE 8. PASSENGER TICKET, ELECTRONIC MISCELLANEOUS DOCUMENT

8.1. A passenger ticket or EMD are air carriage documents certifying the conclusion of an agreement for the air carriage of a passenger, the provision of a seat and additional services on an aircraft performing the flight specified in the ticket, and in the case of baggage checked in by a passenger - delivery of baggage to the destination.

8.2. A passenger ticket or EMD is issued only after payment for carriage and the cost of an additional service at the established fare.

8.3. A passenger ticket or EMD is issued by the Carrier in electronic form for the Carrier's flights.

8.4. A passenger ticket or EMD includes flight coupons, each of which is valid for the carriage of a passenger and the provision of additional services to him only in accordance with the route segment, date and flight indicated therein.

8.5. As confirmation of the purchase of a ticket/additional service, a booking confirmation/electronic miscellaneous document is sent to the email address of the contact person specified at the time of booking.

When flying abroad during passport control, the electronic ticket is proof of the return flight.

8.6. A passenger ticket/electronic miscellaneous document is issued upon presentation of a valid identification document:

- passport of a citizen of the Republic of Uzbekistan;
- identity card of a citizen of the Republic of Uzbekistan;
- residence permit for a foreigner in the Republic of Uzbekistan
- certificate of a stateless person;
- foreign passport (for foreign citizens and citizens of the Republic of Uzbekistan);
- birth certificate issued by the competent authorities of the Republic of Uzbekistan.

8.7. A passenger is allowed for carriage if he has an electronic passenger ticket in the automated check-in system, duly issued and containing a valid flight coupon.

8.8. An additional service is provided if there is a properly issued EMD in the automated booking system.

8.9. In the event of a conflict between the information specified in the ticket or EMD and the information contained in the Carrier's database, such database takes precedence.

8.10. If a passenger intends to present, when checking in for a flight, an identification document other than the one on the basis of which the ticket was issued, the passenger should contact the Carrier or agent in advance (24 hours) before checking in for the flight. ticket and in the automated booking system changes regarding the identity document, and the Carrier or agent is obliged to take actions to make these changes.

ARTICLE 9. LOST, DAMAGED OR INVALID PASSENGER TICKET OR ELECTRONIC MISCELLANEOUS DOCUMENT

9.1. The carrier may invalidate a ticket or EMD and has the right to refuse carriage if the flight coupon has the following statuses:

- the flight coupon was exchanged (status "E" - exchange);
- the flight coupon was used for air carriage (status "F" - flown);
- the flight coupon was refunded (status "R" - refund);
- the flight coupon is suspended (status "S" - suspended);
- the flight coupon is closed for use (status "V" - void).

9.2. The carrier or its authorized agent recognizes the ticket as invalid and has the right to refuse carriage if:

- ticket coupons have corrections that are not confirmed by the carrier or its agent in the prescribed manner;
- the ticket does not contain the name of the authorized agent who issued the ticket, the agent's personal stamp (validator) on the date and place of sale of the ticket, or marks made through an automated ticket sales system;
- a counterfeit ticket has been presented (the established procedure for issuing the serial number has not been followed, the markings on the ticket differ from the uniform standard used by the carrier, the ticket does not have printed security marks used by the carrier, etc.).

ARTICLE 10. ASSIGNMENT OF A PASSENGER TICKET, EMD

10.1. A passenger ticket or EMD shall not be assigned to and cannot be used by another person.

10.2. A person who has presented a passenger ticket in the name of another person does not have the right to carriage or to a refund of all amounts for the unused passenger ticket, part of it, and all additional services issued.

ARTICLE 11. VALIDITY OF A PASSENGER TICKET, ELECTRONIC MISCELLANEOUS DOCUMENT

11.1. All carriage fares and EMD are special fares; therefore, Tickets and EMD are valid for the carriage of passengers within the time limits established by the terms of application of the fare and the provision of relevant services, approved by the carrier.

If a passenger fails to show up for a flight, the ticket or EMD is canceled and cannot be rebooked or refunded according to the fare rules. Only unused airport fees are refundable to the passenger.

11.2. The ticket validity period is extended until the Carrier's next flight on which there is free space if the passenger was unable to complete the flight during the ticket validity period in the following cases:

- the flight was canceled after confirmation of the passenger's seat booking;
- during carriage on the passenger's route, the planned stop at the point of departure, landing or stop-over of the passenger was not made;
- the flight was not completed in accordance with the time specified in the flight schedule;
- actions were taken that caused the passenger's non-arrival at the connecting points of flights;
- the class of service for which the passenger paid has been changed;
- the passenger is not provided with a reserved seat on the aircraft.

ARTICLE 12. PAYMENT FOR CARRIAGE AND ADDITIONAL SERVICES

12.1. For the carriage of passengers on flights and the provision of additional services, the Carrier or agent charges a fee in the currency of the country of payment at the rate established by the automatic booking system on the date of payment, which is indicated in the carriage document.

12.2. The carrier accepts payment in cash and non-cash form. Non-cash payment methods: by bank card through the Carrier's official website, the Carrier's mobile application or through the Carrier's contact center; Humo Air electronic voucher.

ARTICLE 13. FARES

13.1. The air carriage fare is used to calculate payment for the carriage of a passenger and additional services from the point of departure to the point of destination and is set by the Carrier independently.

13.2. The Carrier has the right to change the cost of fares for carriage and additional services without prior notification to the Passenger.

13.3. The applied fare should be valid on the date of registration of the carriage document or additional service. A passenger ticket, an additional service, paid for by the passenger and issued before the Carrier announces a change in the fare or exchange rate, is valid without additional payment up to the fare in effect on the day the carriage begins, unless the passenger makes changes to the air carriage agreement.

13.4. If a passenger makes changes to the air carriage agreement, which increases the cost of carriage, the Carrier will additionally charge the difference between the fares: the paid fare for carriage/provision of an additional service and the fare level in effect on the day of such change. If, as a result of such changes, the cost of the new carriage is lower than the originally paid price, the Carrier will refund the difference to the passenger.

13.5. Fares are paid by the passenger in the currency of the country in which the carriage document is issued or in another currency established by the Carrier, unless this contradicts the rules of currency regulation of the country of sale.

13.6. If payment for carriage is made in a currency other than the fare publication currency, then the equivalent in the payment currency is calculated based on the exchange rate published in automatic booking systems, valid at the time of payment.

The Carrier has the right to set a fare for the provision of the following additional services separately or in "packages", including, but not limited to:

- SMS notifications not related to changes in flight schedules (sending a booking number and a link to an electronic ticket);
- online registration service;
- car rental/hotel booking/transfer;
- choosing a seat on the aircraft;
- low price guarantee;
- voluntary comprehensive passenger insurance;
- food, drinks, souvenirs during the flight;
- carriage of unaccompanied children;
- carriage of postal items.
- advance booking ("Price freezing");
- pre-order food;
- priority boarding;
- additional hand baggage 5 kg;
- carriage of animals in the aircraft cabin and in the baggage compartment;
- carriage of musical instruments;
- carriage of excess baggage;
- carriage of sports equipment;
- registration of passengers at the check-in counter at the airport of departure.

ARTICLE 14. FEES

14.1. The Carrier has the right to charge a fee/service fee for booking a ticket for air carriage, as well as a service fee/fine for changing the departure date if the ticket was booked in the contact center, on the Official website/mobile application of the Carrier, from the Carrier's representatives at the airport or from agents.

14.2. Any fee/service charge/fine is paid by the passenger in excess of the fare, unless otherwise provided by law or the terms of application of the Carrier's fare.

14.3. Fees/service fees/fines are paid by the passenger in the currency of the country in which the carriage document is issued or in another currency established by the Carrier, unless this contradicts the rules of currency regulation of the country of sale.

14.4. The amount of fees/service charges/fines are established by the internal regulations of the Carrier.

14.5. The amount of service fees when booking a ticket with the Carrier's agents is set by the agents themselves.

ARTICLE 15. TERMINATION OF THE AIR CARRIAGE CONTRACT BY THE PASSENGER

15.1. The passenger has the right to refuse carriage and receive a refund of the cost of the ticket in the amount established by the paragraphs of this article.

15.2. The ticket price is refunded in full in the following cases:

- If the Passenger refuses carriage due to cancellation or delay of the flight for more than 10 hours due to the fault of the Carrier;
- Due to a seasonal change in departure time more than 1 hour compared to the original time indicated in the schedule;
- Due to the aircraft's failure to land at the airport indicated on the ticket and the passenger returning to the airport of departure on this board;
- If it is impossible to provide the passenger with a seat in accordance with the booking;
- If a Passenger is forced to refuse carriage due to illness or death of a passenger or a member of his family traveling with him on the same aircraft, confirmed by a medical report;

• If a Passenger or a member of his family traveling with him on the same aircraft is forced to refuse carriage due to illness/injury, provided that the Passenger promptly notifies the Carrier of the impossibility of departure (no later than 2 hours before the scheduled flight time - on domestic flights, and 3 hours in advance - non-international), medical confirmation of the occurrence of the disease after the date of purchase of the ticket and documents confirming the relationship between passengers.

15.3. The cost of additional services is fully refundable in the following cases:

- If the Passenger refuses carriage due to cancellation or delay of the flight for more than 10 hours due to the fault of the Carrier;
- Due to a seasonal change in departure time more than 1 hour compared to the original time indicated in the schedule;
- Failure to provide a passenger with a seat in accordance with a previously made booking;
- If a Passenger is forced to refuse carriage due to illness or death of a passenger or a member of his family traveling with him on the same aircraft, confirmed by a medical report. The conditions are identical to those described in clause 15.2.

15.4. The ticket price is refunded in the amount determined by the fare conditions in the following cases:

- If a passenger refuses carriage due to illness or injury that occurred before purchasing the ticket and, or not confirmed by a medical document.
- In case of other voluntary refusal of the passenger from carriage.

15.5 The cost of additional services provided at the time of booking and/or at the time of carriage, for which the Carrier incurred costs associated with the provision of services, is not refundable.

ARTICLE 16. TERMINATION OF THE AIR CARRIAGE CONTRACT BY THE CARRIER

16.1. The carrier terminates the contract of carriage unilaterally in cases provided for by the legal regulations of the Republic of Uzbekistan:

- refusal of the passenger to undergo inspection before the flight of the aircraft;
- violation by the passenger of the "Rules for Air Carriage of Passengers and Baggage" (approved by the Order of the Head of the State Aviation Supervision Authority of the Republic of Uzbekistan dated June 29, 2011) (or) the passenger commits actions that pose a threat to the safety of the flight of the aircraft;
- if the passenger is in a state of alcoholic, narcotic or toxic intoxication, which may pose a threat to the health of the passenger himself or the safety of persons and property on board the aircraft, as well as inconvenience to other passengers;
- failure by passengers to fulfill their duties on board the aircraft as provided for by aviation legislation.

16.2. The passenger's state of alcoholic, narcotic or toxic intoxication is confirmed by a medical examination in the manner prescribed by law.

16.3. If a passenger is unable to present the original payment card and an identification document of the cardholder during check-in at the airport at the request of the Carrier, he may be refused admission to the flight. The carrier is not responsible for costs associated with this.

16.4. Upon termination of the contract of carriage in the cases provided for in paragraphs of this article, the cost of the ticket is returned in the amount determined by the terms of application of the fare.

ARTICLE 17. PROCEDURE FOR REFUND OF FARES AND ADDITIONAL SERVICES

17.1 Refund of the cost of the ticket and additional services is carried out in cases provided for by the laws of the Republic of Uzbekistan, these rules and the purchased fare.

17.2. Refund of the cost of the ticket and additional services, at the Passenger's choice, can be carried out in the form of cash or a voucher to the passenger's personal account in the Carrier's booking system, for future use for the purchase of air tickets and additional services, regardless of the method of their acquisition, in accordance with the fare rules/conditions refund of the cost of the additional service established by the Carrier.

17.3. In case of forced or voluntary cancellation of a flight, a recalculation is made in the manner prescribed by the purchased fare. When presenting a ticket for recalculation, the passenger will be charged a flight cancellation fee provided for by the purchased fare.

17.4. To consider a refund of the cost of a ticket and additional services, the Passenger should submit a written application with all necessary documents attached to the Carrier's office.

17.5. The time frame for consideration of a request depends on each specific case, but cannot exceed 3 (three) months from the date the request was accepted for consideration.

17.6. Refunds at points of sale or agencies other than the place where the ticket was purchased are not permitted.

17.7. When returning a payment made for a ticket, the carrier reserves the right to return it using the payment method used to purchase the ticket and in the same monetary unit.

CHAPTER 4. CARRIAGE OF PASSENGERS

ARTICLE 18. SERVICE OF DEPARTING PASSENGERS

18.1. For the provision of passenger check-in services at the airport of departure by the Carrier, except for a special category of passengers requiring verification of documents for compliance with established requirements, an additional fee may be charged. To obtain a boarding pass at the check-in counter at the departure airport, the passenger should pre-pay for this service at the rate established by the Carrier.

18.2. Along with the procedure specified in clause 18.1 of the Rules, the passenger has the right to independently check-in for the flight and print out/save the boarding pass to a mobile device by free online registration on the official website/mobile application of the Carrier.

18.3. The service of checking a passenger's baggage for a flight does not require payment.

18.4. The passenger should arrive at the airport at the place of passenger check-in and baggage check-in in advance, no later than the end of check-in time, to undergo the established check-in procedures and baggage check-in, as well as undergo inspection and fulfill the requirements related to border, customs, sanitary-quarantine, veterinary, phytosanitary types of control provided for by the laws of the country from whose territory the flight departs.

18.5. When registering a passenger for a flight, the Carrier checks the availability of the following documents: ticket, passport or other identification document used to issue the ticket, necessary documents that certify the conditions of carriage of certain categories of passengers and their baggage (birth certificate of a child, notarized consent/power of attorney for carriage of a child by a third party of parents, adoptive parents, guardians or trustees, medical report, veterinary certificate, etc.).

18.6. Check-in for an international flight begins no later than 3 (three) hours and ends 50 (fifty) minutes before the aircraft's departure time, unless otherwise provided by the rules of the airport of departure, about which the Carrier informs passengers through the Carrier's Official Website. A passenger who is late for check-in time will not be accepted for carriage on

this flight. Check-in for domestic flights (within Uzbekistan) begins no later than 2 (two) hours and ends 40 (forty) minutes before the aircraft's departure time, unless otherwise provided by the rules of the airport of departure, about which the Carrier informs passengers through the Carrier's Official Website. A passenger who is late for check-in time will not be accepted for carriage on this flight.

18.7. To complete the check-in procedure for a flight at the airport of departure, the passenger should provide the Carrier with the originals of the following documents:

- identification document provided for by the laws of the Republic of Uzbekistan and/or international treaties of the Republic of Uzbekistan;
- documents confirming the passenger's right to enter a foreign country (visas or documents giving the right to visa-free entry);
- necessary documents that certify the conditions of carriage of certain categories of passengers and their baggage (notarized consent of parents, adoptive parents, guardians or trustees for the carriage of a child, power of attorney for escort, medical report, veterinary certificate, etc.).

18.8. In the absence of any of the documents specified in clause 18.7. of these Rules, the Carrier has the right to refuse carriage to a passenger.

18.9. The carrier is not responsible for the relationship between the passenger and government services (customs, border, immigration, security services, etc.) of the countries of departure, transfer, stopover or entry.

18.10 The carrier has the right to request from the passenger during check-in or upon boarding the original bank card from which payment was made in the following cases:

- when purchasing through the Carrier's booking and information center;
- when redeeming a booking or rebooking on the Carrier's Official Website, if the passenger was warned when paying for the carriage of the need to present the original bank card.

18.11. When checking in and checking in baggage/hand baggage, the passenger is required to present for weighing all baggage and all hand baggage intended for carriage in the baggage compartment/in the cabin of the aircraft. If baggage/hand baggage has not previously been paid for or the actual weight of baggage/hand baggage exceeds that previously paid for, payment is accepted at the appropriate published rates.

18.12. If the size, weight and number of pieces of hand baggage exceed the standards allowed by the Carrier, it is checked in as baggage, and payment is accepted at the appropriate published rates.

18.13. If a passenger refuses to pay the cost of hand baggage/luggage, the carrier has the right to refuse to accept hand baggage/luggage for carriage on the flight.

18.14. If you have a ticket and identification documents, at the check-in counter the passenger is given a boarding pass, which indicates: the passenger's first and last name, direction, departure date and flight number, start and end time of boarding for the flight, boarding gate number (only for boarding, issued at the airport), aircraft boarding area and seat number on board the aircraft.

18.15. Boarding for the flight begins and ends according to the time indicated on the boarding pass.

18.16. Passengers board the aircraft upon presentation by the passenger of an identification document (documents specified in clause 18.5, if necessary) and a boarding pass. A passenger who is late for boarding will not be accepted for carriage on this flight.

18.17. When a passenger follows a complex route (several connecting flights of the Carrier), the passenger is independently responsible for timely check-in for the flight.

ARTICLE 19. SELF-CHECK-IN

19.1 For all Carrier flights, the passenger also has the opportunity to check in independently (online), through the Carrier's official website www.flyhumo.com or the Humo Air mobile application.

19.2 Before online check-in, the passenger should read the online check-in rules published on the Carrier's official website and confirm his agreement with them.

19.3 Online check-in of passengers for the Carrier's flights is available 24 (twenty-four) hours before the scheduled flight departure time and ends 3 (three) hours before the scheduled flight departure time, unless otherwise specified on the Carrier's Official Website. After online check-in is closed, all passenger check-in and de-registration operations are carried out at the departure airport.

19.4 The following categories of passengers can register independently:

- passengers departing on the Carrier's flights from cities listed on the Carrier's official website;
- adult passengers and accompanied children*;
- passengers without animals;
- passengers who do not need additional special services, such as accompanying people with disabilities, accompanying a child without parents, etc.

19.5 After completing the online check-in procedure, the passenger arrives at the airport no later than 120 minutes before the departure time of the flight indicated on the ticket and goes to the check-in counter to receive a boarding pass, then goes through security and boarding, presenting an identification document and boarding pass. If the actual departure time differs from the time indicated on the ticket and boarding pass, the passenger should refer to the notifications/information boards at the departure airport.

19.6 In order to maintain flight safety and aircraft alignment, the Carrier reserves the right, if necessary, to change the seat assigned to the passenger during online check-in for the flight.

19.7 When a passenger follows a complex route (several connecting flights of the Carrier), the passenger is obliged to independently take care of timely check-in for the flight and obtain a boarding pass. The passenger is solely responsible for the consequences caused by late check-in and lack of a printed boarding pass.

ARTICLE 20. PRE-FLIGHT INSPECTION OF PASSENGERS, THEIR HAND AND CHECKED-IN BAGGAGE

20.1 In order to ensure flight safety, the passenger, baggage, hand baggage, including items carried by the passenger, undergo mandatory pre-flight inspection. Pre-flight inspection is carried out by security personnel at the departure airport.

20.2 During pre-flight inspection, the passenger's identification documents are verified with carriage documents.

20.3 If a passenger refuses to undergo pre-flight inspection, the Carrier has the right to refuse him carriage (unilaterally terminate the air carriage agreement) with reimbursement of payment for carriage in accordance with the terms of application of the fare.

20.4 If, during the inspection of hand baggage, luggage and personal search of the passenger, substances and items prohibited for carriage were discovered, a refund of the cost of paid luggage/hand baggage is not provided.

20.5 On an aircraft, from the moment all its external doors are closed after loading and until any of these doors are opened for unloading, an inspection may be carried out in order to

maintain flight safety, regardless of the passenger's consent, as decided by authorized persons of the Carrier or the airport.

ARTICLE 21. BOARDING

21.1 Passengers board the aircraft 40 minutes before the scheduled flight departure. The passenger should be in the boarding area no later than 50 minutes before the scheduled departure of the flight. A passenger arriving later will not be allowed to travel on this flight.

21.2 A passenger who does not arrive by the stated boarding time will be denied carriage on this flight. The baggage of a registered passenger who fails to board the aircraft is subject to removal from the aircraft and mandatory inspection.

21.3 When passengers board the aircraft, the Carrier has the right to check hand baggage for compliance with the free hand baggage allowance in the aircraft cabin. In case of non-compliance, payment at the established rates will be charged.

21.4 Once a Passenger has boarded, he is prohibited from leaving the aircraft without the permission of the crew members. Otherwise, this action will be regarded as destructive, and the Passenger may be denied carriage by decision of the aircraft commander.

21.5 If a passenger refuses to fly after boarding the aircraft, a repeat pre-flight inspection of the aircraft and passengers is carried out in accordance with aviation security requirements. In such cases, the Carrier has the right to recover damages caused by the delay/cancellation of the flight from the passenger.

ARTICLE 22. PASSENGER SERVICE ON ARRIVAL

22.1 After arrival, the passenger is taken to the airport terminal, where he receives his checked baggage.

22.2 If the laws of the country of entry provide for it, the passenger should go through:

- sanitary and quarantine control (if necessary);
- passport control (including filling out a certain insert form by a Passenger who has arrived for permanent residence);
- customs inspection (including filling out a customs declaration).

22.3 Disabled and low-mobility groups of the population and accompanying persons, as well as unaccompanied children, are disembarked from the aircraft last.

22.4 When carrying a passenger with limited mobility in a wheelchair (folding chair), the carrier or authorized agent shall inform the airport in advance about the carriage of such a passenger for delivery from the aircraft to the airport.

ARTICLE 23. SCHEDULE, CHANGES TO SCHEDULE, FLIGHT DELAY OR CANCELLATION

23.1 Regular passenger carriage is carried out in accordance with the published schedule.

23.2 The published aircraft schedule reflects the following information for each scheduled flight:

- 1) departure airport;
- 2) destination airport;
- 3) airport(s) located along the carriage route, where according to the aircraft traffic schedule the aircraft is scheduled to land;
- 4) Carrier code;
- 5) flight number;
- 6) days of the week of the flight;

- 7) departure time (local at the point of departure);
- 8) time of arrival (local at the point of arrival);
- 9) period of the flight;
- 10) aircraft type(s).

The aircraft schedule may contain additional information.

23.3 The departure (arrival) time and type of aircraft indicated in the ticket, timetable and other published flight schedules of the Carrier are not guaranteed and are not a mandatory condition of the contract of carriage.

23.4 The Carrier may cancel, reschedule or delay the flight specified in the passenger ticket, replace the aircraft and change the carriage route (landing point), if required by flight safety and/or aviation security conditions or conditions beyond the Carrier's control (weather conditions at the airport of departure, arrival, along the route, unpreparedness of the runway for take-off of the aircraft, requirements of government bodies, etc.).

23.5 The carrier undertakes to take all measures within his power to ensure the timely completion of carriage in accordance with the concluded carriage agreement.

23.6 The schedule may be changed by the Carrier without prior warning to passengers. A change in schedule does not constitute a flight delay.

23.7 If a flight is previously canceled, or the flight departure time is changed by more than 3 hours, the Carrier is obliged, at the passenger's choice, to rebook a ticket for the next flight free of charge, or to return the full cost of unused flight segments of the ticket.

23.8 The carrier has the right to change the type of aircraft without first informing the passenger about it.

23.9 The Carrier reserves the right to change a pre-purchased seat to any other one for operational or security reasons even after the seating of passengers has been completed. The carrier will make every effort to provide the passenger with an alternative seat in a similar row purchased earlier.

23.10 If, when replacing an aircraft, delaying or canceling a flight, it is not possible to provide a similar type of seat, the passenger has the right to a refund of the cost of money for purchasing the seat in accordance with the established rules.

23.11 The carrier is not responsible for failure to notify the passenger when a flight is canceled or changes in any flight parameters (changes in schedule, route) if, when booking air carriage, the passenger did not provide his contact information (phone number, email address, etc.), including if the passenger provides incorrect contact information, or the subscriber number is out of the access zone. In these cases, the Carrier does not compensate the passenger for losses resulting from such failure to notify.

23.12 The carrier is not responsible, unless it is at fault, for failure to notify the passenger about changes in the flight schedule, changes in departure/arrival airports, flight cancellations, or other changes.

23.13 The Carrier is not responsible for errors, distortions or omissions in schedules published by others without the consent of the Carrier.

23.14 The Carrier is not responsible for ensuring connections with flights of other Carriers.

23.15 The carrier has the right to transfer responsibilities or part thereof under the air carriage agreement to another carrier.

ARTICLE 24. CARRIER'S LIABILITY TO THE PASSENGER IN THE EVENT OF CANCELLATION OR DELAY OF A FLIGHT

24.1. In case of cancellation or delay of a flight due to the fault of the Carrier or delay, cancellation of a flight due to the late arrival of an aircraft, change in the carriage route, the Carrier organizes the following services for passengers at the points of departure and intermediate points:

- 1) one telephone conversation or sending one telegram or one-time use of other communication services;
- 2) provision of food and drinking water while waiting for departure or carriage by other means of transport;
- 3) provision of a hotel if the period established by the carrier's rules exceeds the waiting time;
- 4) provision of transport for the period of waiting for departure to deliver the passenger to his temporary place of residence and back;
- 5) payment of expenses associated with being late for connecting flights included in the ticket.
- 6) payment of expenses associated with being late for connecting flights provided for in the Carrier's ticket

The services specified in this paragraph are provided to passengers at no additional charge.

24.2. At the passenger's request, a letter is issued to him or a note is made on the ticket about the reasons for the delay in carriage by a specially appointed official of the Carrier.

CHAPTER 5. CARRIAGE OF CERTAIN CATEGORIES OF PASSENGERS ARTICLE

25. GENERAL PROVISIONS

25.1 Passengers of certain categories are subject to the general conditions of carriage with the provision of additional services and ensuring an adequate level of carriage safety, and compliance with the requirements of government authorities.

ARTICLE 26. CARRIAGE OF ACCOMPANIED CHILDREN

26.1 For each child, including an infant (child under 2 years old) who does not occupy a seat, a separate ticket is issued.

26.2 If the system does not have a separate, properly issued ticket for an infant (child under 2 years of age), the Carrier has the right to refuse to accept the infant on the flight if it is not technically possible to accept it on the flight, or issue a ticket for the infant after the passenger pays the service fee for registration air ticket at the established fare.

26.3 When issuing a passenger ticket and during the child check-in procedure, you should present an original document confirming the child's age and relationship with one of the parents traveling with the child. The child's age is taken into account on the date of commencement of carriage from the initial point of departure indicated on the ticket.

26.4 The child should travel accompanied by a passenger aged 18 years or older (parent, guardian or their authorized representative with an original notarized power of attorney) who can be responsible for him at all stages of the journey, including changes in aircraft/flights, check-in formalities, customs and border control registration, etc.

26.5 For domestic and international carriage, a passenger has the right to transfer one child under 2 years of age free of charge without providing him with a separate seat and with the obligatory presence of an issued ticket.

- 1) If a child under 2 years of age is carried on a domestic or international flight with a separate seat, 100% of the standard fare is paid for its carriage, or the passenger has the right to purchase a ticket for the child at a special fare if it is available.
- 2) Children aged 2 to 14 years inclusive are carried on domestic routes with payment of 100% of the standard fare, or the passenger has the right to purchase a ticket for minors at a special fare if available;
- 3) Children aged 2 to 11 years inclusive on international routes are carried at 100% of the standard fare, or the passenger has the right to purchase a ticket for minors at a special fare if available;

26.6 Children's discounts do not apply to tickets.

26.7 The ticket booking should indicate the date of birth of the child. The Passenger accompanying the child is required to present to the Carrier, when purchasing a passenger ticket and at check-in, the original document confirming the child's age and relationship with one of the parents traveling with the child - the child's birth certificate, and for an international flight, also a passport. The carrier has the right to check the age of the child. If the actual age of the child does not correspond to that indicated in the ticket booking, the Carrier has the right to refuse carriage or require the issuance of a new ticket using a discount corresponding to the actual age of the child.

26.8 If a person under 16 years of age travels accompanied by a parent and identifies himself with his own passport, he/she should also have a birth certificate to confirm the status of the accompanying parent (if there are different surnames, also a certificate of new marriages with a change of surnames; a guardianship document, in case of deceased, missing parents or deprived of parental rights).

26.9 If a child travels accompanied by other adults, at passport control upon departure it is necessary to present the original notarized permission and power of attorney for the child's departure.

ARTICLE 27. CARRIAGE OF UNACCOMPANIED CHILDREN

27.1 Children aged 6 to 16 years old who travel without parents and are not entrusted to any of the passengers are carried as unaccompanied minor passengers on domestic and international flights.

27.2 Minor passengers under 6 years of age are carried only when accompanied by an adult passenger.

27.3 Carriage of unaccompanied children is permitted only with the consent of the Carrier with a confirmed booking on all parts of the route. Reservations and service requests should be made 24 hours in advance through the contact center (office@flyhumo.com or travel agency. There are no online ticket sales for unaccompanied minors)

27.4 If a minor citizen of the Republic of Uzbekistan leaves the Republic of Uzbekistan unaccompanied, he/she should have with him/her, in addition to his passport, the original notarized consent of the parents, adoptive parents, guardians or trustees for the departure of a minor citizen of the Republic of Uzbekistan, indicating the period of departure and the state (states), which(s) he/she intends to visit.

27.5 Air carriage of an unaccompanied child is performed only under the following conditions:

- there is a service request for carriage of an unaccompanied child confirmed by the

- Carrier;
- carriage of an unaccompanied child is paid in accordance with the current rules and fares at the time of departure;
 - necessary documents for presentation to the relevant authorized bodies;
 - parents/guardians or their legal representatives deliver the child to the airport in a timely manner for registration and completion of all necessary formalities and remain at the airport until the flight departs;
 - parents/guardians or their legal representatives arrive at the airport to meet the child by the actual flight arrival time.

27.6 Carriage of an unaccompanied child is paid at the rate established by the Carrier.

ARTICLE 28. CARRIAGE OF PREGNANT WOMEN

28.1 Pregnant women are accepted for air carriage provided they have an air ticket, an original identification document, an original exchange card (for any stage of pregnancy) and an original certificate from a medical organization about the duration of pregnancy and health status for pregnant passengers with a pregnancy period of 22 to 34 weeks for a single pregnancy and no more than 32 weeks for a multiple pregnancy, containing permission for its carriage by air.

28.2 Pregnant women up to 22 weeks of pregnancy are carried without providing a medical certificate for the flight, but with an exchange card (for any stage of pregnancy).

28.3 Carriage of a pregnant woman is carried out on the condition that the Carrier does not bear any liability to the passenger for adverse consequences that may arise for the passenger and for the fetus during carriage and as a result of carriage.

28.4 Pregnant women with a gestational age from 22 weeks to 34 weeks inclusive, in case of a singleton pregnancy, and from 22 weeks to 32 weeks inclusive, in case of a multiple pregnancy, can be accepted for carriage only if they have a certificate from a medical institution about their health status.

28.5 Pregnant women whose gestational age exceeds 34 weeks in a singleton pregnancy, and no more than 32 weeks in a multiple pregnancy, provide an opinion from a medical advisory commission on the state of their health, which is allowed to be issued by a medical organization no earlier than 30 calendar days before carriage started...

28.6 The medical report indicates the duration of pregnancy and provides confirmation that the pregnancy is proceeding without complications.

28.7 The carrier has the right to refuse carriage to a pregnant woman, even with a medical certificate, if the date of birth is expected within the next 7 days.

28.8 Postpartum women and newborn children are not allowed for carriage during the first 7 calendar days after the birth of the child.

28.9 To carry children born prematurely during multiple pregnancies, the children's parents or accompanying adults present a medical certificate for each child, which confirms the possibility of carrying the child by air.

28.10 The carrier has the right to refuse carriage to a pregnant woman if this is regulated by the requirements of the immigration laws of the country of destination.

28.11 When departing from foreign airports, the medical document should be translated into a foreign language used in the country of departure and notarized. The medical document is valid for 30 days.

ARTICLE 29. CARRIAGE OF PASSENGERS WITH REDUCED MOBILITY

24.1. The category of passengers with reduced mobility includes passengers:

- those recognized as having limited mobility for medical reasons, as well as those who are unable to move independently, and who require assistance when boarding an aircraft, or who can walk and are able to board without assistance, whose condition is considered unstable and who therefore require a doctor's permission before each by flight;
- whose physical condition is stable, and who can obtain permanent or temporary permission for air carriage from a medical institution, or who do not have such permission, but require special care.

29.2. Carriage of passengers with disabilities and sick passengers is carried out by prior agreement with the Carrier upon confirmed booking.

29.3. The passenger or the person making the booking on behalf of the passenger at least 5 (five) calendar days in advance or within the time limits published on the Carrier's official website informs the Carrier in the following cases:

- limited mobility of the passenger;
- reduced (absence) of vision, hearing, the need in this case to be accompanied by a guide dog;
- presence of an infectious/viral disease;

After receiving this information, the carrier informs the passenger within 1 calendar day about the cancellation of the booking if it is unable to carry out carriage in the specified cases based on the technical capabilities of the aircraft.

The carrier refuses to carry a passenger in a wheelchair if certain aircraft do not have the conditions necessary for the carriage of such passengers.

29.4. Carriage of a passenger with limited mobility in a wheelchair is preferable when accompanied by a person (at least 16 years of age) caring for this passenger during the flight.

29.5. In order to ensure the safety of technical and operational requirements, the Carrier may limit the number of people with limited mobility on any of its flights, even if the accommodation of these passengers meets special requirements, including qualified escort.

29.1. The Carrier or any person authorized by the Carrier who registers a passenger with a disability is responsible for informing its ground staff at transit, transfer and destination points about the presence of a passenger with a disability on board the aircraft.

29.2. The carrier has the right to refuse carriage or its continuation for a person whose carriage, due to his state of health (based on established facts of a medical examination, etc.) may pose a threat to other passengers and their property, aircraft or crew.

29.3. The carrier has the right to refuse carriage (both initial and subsequent), cancel the booking made or remove passengers from the aircraft for health reasons:

- unable to take care of themselves without assistance, unless they have an accompanying person;
- which may become a source of infection for other passengers, the carriage of which, even with special measures, may result in danger to themselves or other persons and property.

29.4. In case of refusal to carry a passenger with limited mobility at the initial or transfer points, the Carrier is obliged to immediately inform the initial and other Carriers along the route about this, indicating the reason for the refusal and the actions taken by him.

29.5. The aircraft commander and flight attendant foreman should be informed about the presence of passengers with disabilities on board and the need for special services before the start of the flight.

29.6. Boarding of people with limited mobility and those accompanying them should take place before boarding of other passengers. At transit points, these passengers and their accompanying persons remain on board, subject to compliance with applicable safety regulations. The specified group of passengers and their accompanying persons are disembarked last.

29.7. When accommodating passengers with disabilities in the cabin, it is necessary to take into account the specifics of carriage. The places that will be allocated to them should:

- not interfere in case of urgent evacuation in emergency situations;
- not impede free access to emergency (emergency) exits.

29.8. Accompanying persons are provided with seats next to passengers with limited mobility. Passengers experiencing difficulties in moving are accommodated in such a way that they do not interfere with the rapid evacuation of passengers from the aircraft.

29.9. The carriage of disabled passengers' own wheelchairs is regulated by the Carrier's rules for the carriage of baggage.

29.10. Wheelchairs and electric wheelchairs are carried as checked baggage in the baggage compartment of the aircraft.

29.11. Wheelchairs and electric wheelchairs are carried free of charge. Carriage of electric wheelchairs is subject to the following conditions: batteries from the electric wheelchair should be safely attached to it, previously disconnected and insulated to prevent short circuits. If the wheelchair cannot be loaded, secured and unloaded only in a vertical position, the battery should be removed. After this, the wheelchair can be carried without restrictions as checked baggage. The removed battery should be carried in sealed, chemical-resistant packaging. Batteries should be marked accordingly. Wet batteries are carried only in a vertical position. Carriage of lithium ion batteries is carried out only in the aircraft cabin in sealed packaging, and the battery terminals should be insulated in accordance with packaging instructions 800 IATA Dangerous Goods Regulation.

29.6. A person with mental disorders is accepted for carriage only if accompanied by a person who has sufficient physical strength and is prepared to use, if necessary, measures of influence on the accompanied person.

29.7. When carrying a passenger in a wheelchair, the carrier or authorized agent shall inform the airport in advance about the carriage of such a passenger for delivery from (to) the aircraft.

ARTICLE 30. CARRIAGE OF PASSENGERS WITH VISION/HEARING DISABILITY

30.1. When carrying a Passenger with vision/hearing disability, the Carrier should be presented with the appropriate document.

30.2. A passenger with vision/hearing impairment may be carried with an accompanying person, without an accompanying person or accompanied by a guide dog.

30.3. Carriage of a passenger with vision/hearing impairment without an accompanying person is possible only with prior approval from the Carrier.

30.4. The sales agent, when booking a seat on board an aircraft for a passenger with vision/hearing impairment, should inform the Carrier about the carriage of such a passenger in order to assist this passenger in checking in at the airport of departure, delivering him to the aircraft, boarding the aircraft, disembarking from it and delivery from the aircraft to the destination airport.

30.5. A guide dog should have an original veterinary certificate and a certificate of its special training.

30.6. The guide dog should have a collar and muzzle and be tied to a chair at the feet of the passenger it is accompanying.

30.7. A guide dog is carried free of charge in the aircraft cabin.

30.8. Boarding of the aircraft is carried out by the airport representative first before the announcement of boarding of the main part of the passengers and disembarkation from the aircraft last.

ARTICLE 31. CARRIAGE OF ELDERLY PASSENGERS

5.1. If a passenger over 75 years of age requires special care during check-in, pre-flight formalities, or during the flight, he must notify the Carrier in advance.

ARTICLE 32. CARRIAGE OF PASSENGERS WITH ENHANCED COMFORT

32.1. For air carriage with enhanced comfort, the Passenger can book the required number of seats. Payment for additional seats is made at affordable rates.

ARTICLE 33. SERVICE FOR DIPLOMATIC COURIERS AND THEIR BAGGAGE

33.1. Diplomatic couriers carry diplomatic mail in the aircraft cabin and are obliged to:

- have and present, at the Carrier's request, 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 the relevant international conventions and the requirements of government authorities at the points of departure, destination, and transfer;
- responsible for the preservation of diplomatic mail during ground operations.

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

When registering for the carriage of diplomatic mail with a passenger ticket specially issued for this purpose, the mail is carried in the passenger seat if its weight does not exceed 30 kilograms. If this weight limit is exceeded, two or more tickets may be issued for the carriage of diplomatic mail and, accordingly, two or more seats may be occupied. The overall dimensions of the diplomatic bag must allow it to be placed on a separate passenger seat.

ARTICLE 34. SERVICE FOR DEPORTEES AND PASSENGERS WHO ARE DENIED ENTRY INTO THE COUNTRY

34.1. Passengers arriving in the Republic of Uzbekistan, departing from the Republic of Uzbekistan or following a transit/transfer with landing on the territory of the Republic of Uzbekistan, as well as baggage 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 laws of the Republic of Uzbekistan.

34.2. The decision to deport the Passenger is made by the relevant government authorities. The Carriers carrying such passenger are not responsible for delivering the Passenger to the destination specified by the deporting authorities.

34.3. When passing border, customs, sanitary and quarantine, veterinary, phytosanitary and other types of control, the passenger and the consignor (consignee) are obliged to comply with laws and other regulatory documents and comply with the requirements of the relevant competent state control authorities from (to) or through the territory of which air carriage of passengers, baggage and cargo is carried out, relating to the fulfillment of requirements for ensuring aviation security, customs, sanitary and quarantine, immigration, veterinary, phytosanitary, as well as foreign currency and other types of control.

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

34.5. The deportation of foreign citizens is carried out by the migration service authorities in cooperation with the internal affairs bodies, as well as with other executive authorities and their territorial bodies within the limits of their competence.

34.6. For a deportee, 1 copy of the "Deportation Certificate" must be available, which is to be enclosed in a separate envelope.

34.7. The placement of a deported passenger on an aircraft is carried out in agreement with the aircraft commander and government agencies.

34.8. After the flight with the deported passenger departs, a telegram is sent to the destination indicating the passenger's last name, the last name of the accompanying person and the connecting flight number.

34.9. A passenger who is not admitted by the competent authorities to the destination should be immediately sent to the original point of carriage or to another point authorized by government authorities.

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

34.11. The Passenger is responsible for reimbursement of all Carrier's expenses for its return delivery and maintenance.

CHAPTER 6. CARRIAGE OF BAGGAGE

ARTICLE 35. GENERAL PROVISIONS

35.1. If the commercial load of the carrier's aircraft is exceeded and (or) if the volume of baggage exceeds the capacity of the baggage and cargo compartment of the aircraft, the carrier has the right to limit the acceptance or refuse to accept baggage in excess of the established norm.

35.2. The Carrier has the right to refuse the Passenger to carry his luggage/hand baggage if the weight, dimensions, number of pieces, contents or their packaging do not meet the requirements of these Rules.

35.3. Checked baggage is carried on the same aircraft that the passenger is traveling on. If such carriage is not possible for any reason, the Carrier must carry the checked baggage on its next subsequent flight.

35.4. The baggage and hand baggage of a Passenger who does not show up for boarding is subject to mandatory removal from the aircraft.

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

ARTICLE 36. CHECKED BAGGAGE

36.1. The dimensions of one piece of checked baggage must not exceed the weight, quantity and volume limits established by the purchased fare.

If the Passenger's weight, quantity and volume of baggage exceeds the established limit, then the Passenger has the right to:

- pay the excess weight upon delivery at the check-in counter at the airport of departure at the rate established by the Carrier.

36.2. When accepting baggage for carriage, the Carrier or an agent authorized by the Carrier is obliged to enter actual data into the passenger and baggage registration system (about the number of pieces and weight of checked baggage), which is considered as a baggage tag issued to the Passenger. The Carrier is obliged to issue the Passenger a tear-off coupon with a numbered baggage tag for each piece of checked baggage. The baggage tag and the tear-off coupon are designed to identify baggage.

36.3. To indicate special conditions of carriage, a special numberless baggage tag (fragile/heavy baggage) is additionally attached to checked baggage.

36.4. After checking the baggage, the Carrier assumes responsibility for the safety of the contents of the baggage, the safety of the packaging and for its carriage.

36.5. From the moment checked baggage is handed over for carriage until the moment it is issued, Passenger access to the baggage is prohibited, except in cases of identification or additional inspection by the relevant services.

36.6. To ensure the safety of baggage, the Carrier recommends:

- use high-quality suitcases with reliable locks for travel;
- when using fabric suitcases or bags, use padlocks to secure zippers, cords or belts to tie baggage to make it difficult for unauthorized persons to access the contents;
- remove old tags after each flight;
- use personalized address tags on the outside of your baggage;
- for the purpose of visual identification of baggage, mark it with tape or other individual markings;
- wrap baggage in packaging film to avoid damage to the baggage and access to the contents of the baggage.

36.7. The carrier has the right to check the weight of baggage carried by the passenger at the destination airport. If it is determined that a passenger is carrying baggage in excess of that checked in at the point of departure or in excess of the amount indicated in the baggage receipt, without appropriate payment for this carriage, the Carrier may require payment of the difference between the registered and actual weight of the baggage.

36.8. Combining baggage of two or more passengers is not allowed.

36.9. The Carrier does not recommend the following items to be included in checked baggage:

- Brittle, fragile things and breakable or perishable items;
- Cash;
- Keys;

- Jewelry and precious metal wares and silver work;
- Natural fur;
- Electronic equipment;
- Computer hardware, components for computers, set-top boxes, software;
- Audio and video equipment, photo and film equipment and related items;
- Glasses, binoculars and other optical devices;
- Technical, medical and other documentation;
- Business and personal documents;
- Securities and things of value;
- Manufacturing equipment and samples/templates;
- Video/audio cassettes, disks, floppy disks and other storage media;
- Medicines, medical equipment;
- Photos, antiques;
- Items and objects that cannot be restored;
- Liquids, perfumes, alcoholic drinks.

36.10. In addition to the specified requirements for checked baggage, additional restrictions may be imposed by the departure airport security service.

ARTICLE 37. UNCHECKED BAGGAGE (HAND BAGGAGE)

37.1. Hand baggage is the passenger's baggage carried on the aircraft with the consent of the Carrier as unchecked baggage, as well as all items carried by the passenger, the total weight, dimensions and quantity of which do not exceed the standards allowed by the carrier. The carrier agrees to carry hand baggage by attaching an appropriate tag to the hand baggage.

37.2. Each passenger with a ticket, with the exception of children carried without a separate seat in the cabin, is allowed free hand baggage, the permissible weight, dimensions and quantity of which are established by the Carrier. In order to ensure aviation security, protect the life and health of passengers and aircraft crew members, items and substances prohibited for carriage by air under aviation security conditions should not be carried in hand baggage.

37.3. Unchecked baggage (hand baggage) provided for carriage is permitted for carriage by each Passenger according to the following established standards:

- total weight: 5 kg;
- maximum dimensions: 40* 30* 25* cm;
- the volume is determined by the Carrier's calibrator;
- quantity - 1 place.

37.4 If a passenger has 1 (one) piece/piece of hand baggage, corresponding to the dimensions 40 * 30 * 25 cm, but its weight is within the limit of 5 kg to 10 kg, in order to carry it in the aircraft cabin, the Passenger has the right to:

- pay the excess weight upon delivery at the check-in counter at the airport of departure at the rate established by the Carrier.

37.5 If the hand baggage allowance does not comply with the established weight, size and quantity, the passenger is obliged to check it into the baggage compartment, having previously paid at the rate established by the Carrier.

37.6 The passenger is obliged to take care of the safety of things carried in the aircraft cabin.

37.7 Unchecked baggage (hand baggage) is carried in the aircraft cabin and is placed on the overhead bin or under the seat in front. Unchecked baggage (hand baggage) remains with the passenger during the entire flight and is under his responsibility.

37.8 In addition to the established free hand baggage allowance, a passenger may carry free of charge:

- briefcase, handbag, document folder, umbrella, cane, clothes, bouquets, in-flight reading materials
- baby food and travel cradle
- a wheelchair for persons with disabilities or accessories designed for the movement of passengers with disabilities, etc.).

37.9 Departure airport security may impose additional restrictions on unchecked baggage.

ARTICLE 38. PAYMENT FOR BAGGAGE

38.1. All baggage carried by a passenger, including hand baggage, must be presented at check-in for the flight, due to flight safety requirements.

38.2. The passenger is obliged to pay for the carriage of previously unpaid baggage that has not been agreed upon with the Carrier in accordance with the established fares. Excess baggage charges are per kilogram. Rounding is carried out according to the following rules:

- Up to 500 g downwards;
- From 500 g and over to a whole kilogram upwards.

38.3. The child benefit does not apply when paying for baggage.

38.4. If the passenger increases the weight of the carried baggage along the route, the passenger is obliged to pay the cost of carriage of baggage, the weight of which exceeds the weight of the previously paid baggage.

38.5. If a passenger presents for carriage more baggage than was requested and pre-paid for, such baggage will be accepted for carriage on the same aircraft as the passenger only if there is free tonnage and after an appropriate surcharge.

38.6. When a passenger follows a complex route (several connecting flights of the Carrier), the passenger is obliged to receive his baggage and re-register it, and, if necessary, make payment for the next flight of the Carrier. The passenger is solely responsible for the consequences caused by late check-in/lack of payment for the carriage of baggage on connecting flights.

ARTICLE 39. ITEMS AND SUBSTANCES NOT ACCEPTED FOR CARRIAGE AS BAGGAGE

39.1. In order to ensure flight safety, substances and items prohibited for carriage on aircraft in accordance with Appendix 1 to the Regulations "On the procedure for conducting aviation security inspections in civil aviation of the Republic of Uzbekistan" No. 183 dated 02.06.2016 are not accepted for carriage as baggage.

39.2. The list of substances and items prohibited for passengers to carry on civil aircraft is established by the International Civil Aviation Organization (ICAO) and the laws of the Republic of Uzbekistan.

39.3. Special types of baggage and cargo are not accepted for carriage:

- biological products;
- wild animals, fur-bearing animals and reptiles (snakes);
- large pets, poultry
- fish seed, bees, etc. The following are also not accepted for carriage: items that, in the opinion of the Carrier, due to their weight, size or other characteristics are not acceptable for carriage as baggage;
- items the carriage of which is prohibited by laws, regulations, rules and regulations of government bodies of the Republic of Uzbekistan, as well as the country to, from or through the territory of which carriage is carried out.

ARTICLE 40. ITEMS AND SUBSTANCES ACCEPTED IN LIMITED AMOUNT

40.1. When carrying dangerous substances and items, the passenger and the Carrier must follow the list in accordance with Appendix 1 to the Regulations "On the procedure for conducting aviation security inspections in civil aviation of the Republic of Uzbekistan" No.

ARTICLE 41. CARRIAGE OF WEAPONS AND AMMUNITION

41.1. Air carriage of weapons, ammunition and special equipment (hereinafter referred to as weapons) is carried out in accordance with the laws of the Republic of Uzbekistan and the regulatory documents of state executive authorities developed on their basis, the laws of other states and international treaties of the Republic of Uzbekistan.

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

- firearms, gas, pneumatic, bladed and mechanical weapons of all types;
- pistols, revolvers, rifles, carbines and other firearms, gas, pneumatic weapons, electric shock devices and their simulators;
- any models and dummies of weapons (including children's toys);
- crossbows, spearguns, sabers, cutlasses, scimitars, broadswords, swords, rapiers, bayonets, daggers, dirks, stilettos;
- knives: hunting, paratroop, Finnish, bayonet knives, knives with an ejectable blade, with locking locks, as well as household knives, regardless of their purpose;
- explosives, means of blasting and objects stuffed with them: any gunpowder, in any packaging and in any quantity; live ammunition (including small-caliber); cartridges for gas weapons; capsules (hunting pistons); pyrotechnics: signal and lighting flares; signal cartridges, landing bombs, 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.

41.3. Passengers who are employees of government bodies of the Republic of Uzbekistan have the right to carry weapons in the cabin of the Carrier's aircraft only if they are on duty. The carriage of weapons by these persons is carried out only with a permit issued and in compliance with the laws of the country to, from, or through the territory of which the carriage is carried out.

41.4. A preliminary request for permission to carry weapons and ammunition must be sent by the passenger or the person making the booking on behalf of the passenger to the Special Services department by email 72 hours before departure, to the following address: office@flyhumo.com. The request must contain the following details:

- description and quantity of weapons;
- model, serial and service number of the weapon;
- purpose of use;
- description and number of cartridges.

41.5. It is allowed to carry only in checked baggage: sporting and hunting weapons, pistols and rifled weapons, as well as securely packaged ammunition (gun cartridges) of hazard subclass 1.4S (UN 0012 and 0014).

41.6. The carrier introduces special precautions when carrying weapons and ammunition. Ensures the carriage of weapons in baggage, in an unloaded state, in baggage compartments isolated from passengers, in special metal containers, sealed for the period of the flight, painted red, locked with a key, and permanently installed in the baggage compartment.

41.7. Ammunition is carried in packaged form, separately from weapons.

41.8. The maximum supply of ammunition per passenger is no more than 5 kg; pooling is not permitted. If a passenger is traveling in a group in which more than one passenger is carrying the permitted amount of ammunition per person, the ammunition must be packed in separate packages, each of which must not exceed 5 kg.

41.9. Gas weapons are carried in passenger baggage in a packaged form. It is prohibited to carry ammunition for gas weapons.

41.10. Large weapons are carried in the passenger's package as checked baggage, in an isolated baggage compartment.

41.11. Upon receipt of confirmation for the carriage of weapons and ammunition, the passenger must arrive at the airport Aviation Security Service at least 2 hours before the flight departure time in order to check and properly prepare documents for the carried weapons

and ammunition.

41.12. A set fee is charged for carried firearms and ammunition.

41.13. The passenger must have all the necessary permits and documents for carriage in accordance with the requirements of the country of departure and arrival.

41.14. Acceptance of weapons for carriage, preparation of the necessary documents, delivery on board the aircraft at the departure airport and issuance of weapons at the destination airport is carried out by an officer of aviation security service (SAS).

41.15. Acceptance of weapons from a passenger for temporary storage for the period of the flight is formalized by a report drawn up in triplicate, which is signed by the passenger - the owner of the weapon and the SAS officer. The first copy of the certificate is also signed by the Carrier **and** remains at the airport of departure in the SAS, the second copy is handed over to the Carrier, and the third is issued to the passenger to receive the weapon at the destination airport. The SAS officer informs the passenger-owner of the weapon about the procedure for receiving it at the destination airport.

41.16. Employees of the State Security Service of the Republic of Uzbekistan, the State Courier Service under the Government of the Republic of Uzbekistan, who have appropriate travel orders, are in the performance of their official duties, as well as military personnel and employees of other paramilitary companies, who have appropriate travel orders and accompany escorted persons, weapons for temporary storage is not transferred during the flight.

41.17. The transfer of weapons to a passenger at the destination airport is carried out by an aviation security officer upon presentation by the passenger-owner of the weapon of the third copy of the report, an identification document, a document granting the right to carry and store weapons, and, if necessary, a corresponding permit for its import/export into the territory of the Republic Uzbekistan.

41.18. A weapon unclaimed by a passenger at the destination airport is handed over by an aviation security officer to the internal affairs authorities.

41.19. In addition to these Company regulations, the customs regulations of the destination country must always be strictly observed.

ARTICLE 42. CARRIAGE OF SPECIAL BAGGAGE

42.1. Binoculars, radio receivers and radio transmitters, photo and film equipment are accepted for carriage only when packed in suitcases or boxes. The passenger is not allowed to use them while on board the aircraft. Batteries, with the exception of stationary ones, must be removed from radio equipment.

42.2. The passenger is prohibited from using a transistor radio or other electronic devices during the flight, with the exception of hearing aids, cardiac equipment, electronic alarm clocks, calculators, laptop computers, portable tape recorders (players) and typewriters.

42.3. fragile and breakable items that require special precautions during carriage or special conditions for their storage (small portable tape recorders, radios, televisions, items made of crystal, porcelain, diplomatic mail, etc.). Items whose dimensions do not exceed the dimensions of hand baggage, in agreement with the Carrier and if physically possible, may be carried by the Passenger in the aircraft cabin, subject to mandatory presentation of them for inspection. These items are accepted for carriage as baggage only in packaging that ensures the safety of the contents and provided that the Carrier is not responsible for their safety.

ARTICLE 43. CARRIAGE OF ANIMALS AND BIRDS

43.1. Animals permitted for carriage are accepted only if accompanied by adult passengers and with the prior consent of the Carrier. A request to carry an animal is sent to the special services department office@flyhumo.com not later than 24 hours before flight departure time.

43.2. The passenger must present a certificate issued by an authorized government agency and other documents required by the veterinary authorities of any country to, from or through the territory of which carriage is carried out.

43.3. To carry animals, the Passenger must provide a container (cage) of sufficient size with air access.

- 43.4. The bottom of the container (cage) must be waterproof and covered with absorbent material.
- 43.5. As an exception, it is allowed to carry animals in tightly closed baskets or boxes with an opening for air access.
- 43.6. Acceptance of animals for carriage is subject to the condition that the Passenger undertakes full responsibility for them. The Carrier is not responsible for injury, loss, delay in delivery, illness or death of such animals and birds, as well as in case of refusal to import or carry them into/through the country.
- 43.7. The passenger is obliged to comply with all the requirements of the Carrier and compensate the Carrier for losses and additional expenses that may arise during the carriage of the animal/bird.
- 43.8. Experimental animals are not accepted for carriage.
- 43.9. The weight of accompanied animals, including the weight of containers and food, is paid at the rate established by the regulations of the Carrier.
- 43.10. If the weight of the animal together with its cage exceeds 8 kg, such animal is carried only as checked baggage in an isolated baggage compartment of the aircraft.
- 43.11. Birds permitted for carriage are accepted only as cargo with an air waybill.
- 43.12. Guide dogs accompanying passengers with visual impairments (hearing impairments) are carried in the aircraft cabin free of charge above the established free baggage allowance with appropriate training, which is certified by a certificate, provided that such a dog has a collar and muzzle and is tied to a seat at the feet owner.

ARTICLE 44. CARRIAGE OF OVERSIZED BAGGAGE

- 44.1. Oversized baggage is baggage, one piece of which in the sum of 3 dimensions exceeds 158 cubic cm and/or whose weight exceeds 23 kg. Oversized baggage is accepted for carriage upon prior agreement with the Carrier.
- 44.2. A passenger who wishes to carry oversized baggage must inform the Carrier about this when booking or purchasing a ticket.
- 44.3. Carriage of such baggage must be paid according to the baggage rates established by the Carrier.
- 44.4. Oversized baggage is accepted for carriage provided that the dimensions of the loading hatches and baggage and cargo compartments of aircraft allow loading and unloading and its placement on board the aircraft.
- 44.5. Oversized baggage must have a device for it fastenings during carriage to, from and on board the aircraft.
- 44.6. The carrier has the right to refuse to accept oversized baggage for carriage if it does not meet the stated requirements.

ARTICLE 45. CARRIAGE OF BAGGAGE IN A PASSENGER CABIN

- 45.1. Baggage that requires special precautions (musical instruments, crystal and porcelain items, etc.) can be carried in the aircraft cabin.
- 45.2. Carriage of baggage in the aircraft cabin is carried out by prior agreement with the Carrier. After receiving consent to carry baggage in the aircraft cabin, a separate ticket is issued for this carriage, the cost of which is 100% of the available fare.
- 45.3. The weight of baggage carried in the cabin should not exceed 32 kg, and its overall dimensions allow it to be placed on a separate passenger seat.
- 45.4. The packaging of baggage carried in the aircraft cabin must contain a device for attaching it to the passenger seat. Baggage is lifted onto and off the aircraft by the Passenger personally.
- 45.5. Baggage carried in the aircraft cabin must undergo an aviation security inspection before being loaded on board the aircraft.

ARTICLE 46. DIPLOMATIC BAGGAGE

46.1. Diplomatic baggage (mail), accompanied by a diplomatic courier, is allowed to be carried in the passenger cabin of the aircraft. It is registered as unchecked baggage separately from the personal baggage of the Diplomatic Courier and can be placed on passenger seats not occupied by passengers (no more than 32 kg per seat).

46.2. To carry diplomatic baggage (mail), additional space on board is purchased according to the Carrier's fares.

46.3. Carriage of diplomatic baggage (mail) handed over to the Carrier's care (valise) is carried out in accordance with the terms of special agreements concluded between the Carrier and clients, and in the absence of such agreements, in accordance with the rules and instructions of the Carrier.

ARTICLE 47. BAGGAGE PACKING

47.1. Items carried as baggage must be packed in suitcases, bags, parcels and other similar containers that have handles for carrying. Crates, boxes, baskets must be tied and adapted for carrying. Locks must be in good working order and locked. Lids, bottoms and walls must be free of cracks and fit tightly. Ropes or straps must be strong and free of knots.

47.2. Suitcases, bags, briefcases, baskets that do not have locks must be specially packaged and protected from access to the contents. Packaging of checked baggage must ensure the safety of the contents under normal handling measures during all operations during air carriage.

47.3. Baggage whose packaging contains protruding objects (nails, ends of edged metal strips, wires, etc.) will not be accepted for air carriage.

47.4. The carrier has the right to refuse to accept baggage if the baggage is not placed in packaging to ensure its safety.

47.5. Responsibility for packing baggage rests with the passenger.

47.6. The Passenger is recommended to have identifying markings with the Passenger's data on each piece of baggage inside and outside.

47.7. The passenger must not include in his checked baggage fragile or perishable items, banknotes, jewelry, precious metals, silver items, monetary obligations, securities or other valuables, business documents, passports, identity cards, medicines, keys and other similar items.

ARTICLE 48. BAGGAGE CLAIM

48.1. The passenger is obliged to receive his checked baggage after it is presented by the Carrier for collection at the point of destination.

48.2. In the baggage compartment of the destination, the passenger is obliged to independently identify his baggage and remove it from the baggage belt. The carrier or its authorized agent is not obliged to check whether the bearer of the baggage receipt and the baggage tag tear-off coupon is actually entitled to receive the baggage, and is not responsible for damage or expenses incurred by the passenger caused by the baggage being issued without such verification.

48.3. Baggage is issued at the airport to which the baggage was accepted for carriage. Except in cases where the passenger is removed from the flight at an intermediate airport.

48.4. Receipt of baggage by a Passenger who has a tear-off coupon of the baggage tag without his request in writing is confirmation that the baggage was delivered safely and in accordance with the contract of carriage.

48.5. In all cases of delay in the delivery of baggage, its shortage, damage or loss, as well as in the case of baggage issuance without presentation of a baggage receipt or a tear-off coupon of a baggage tag, a property irregularity report (PIR) is drawn up, which is certified by the signature of the Carrier's representative and the passenger before the latter's exit from the airport.

48.6. In case of shortage or damage to baggage, a representative of the airport where faults were discovered during carriage is obliged to draw up a report (PIR) in the prescribed form,

certified by signatures from the Carrier, the airport and the Passenger.

48.7. All claims regarding baggage received by the passenger are accepted by the Carrier only if there is a provided certificate (PIR).

ARTICLE 49. STORAGE AND HANDLING OF BAGGAGE

49.1. Undocumented baggage, i.e. baggage that is missing a baggage tag and whose owner has not been identified is stored at the airport where it was removed from the aircraft for 5 days. During this period, the carrier conducts a search for the owner of the baggage. After the specified period, unclaimed baggage must be sent for further storage to the Carrier's central station.

49.2. Unclaimed baggage is stored by the Carrier for one month from the date of its delivery. After the specified period, unclaimed baggage is destroyed.

49.3. Perishable products contained in unclaimed baggage are subject to destruction if damaged. The impossibility of their further storage is documented by a report confirming the fact of damage.

ARTICLE 50. ABANDONED, FORGOTTEN OR MISPLACED BAGGAGE

50.1. If a passenger, after arriving at the destination, has not received his checked baggage and immediately, before leaving the arrival area, contacted the baggage tracing department – Lost & Found and reported this, then the Carrier or service agent must take all necessary measures to search for the baggage.

50.2. Abandoned, forgotten or misdirected baggage, the carriage of which has been paid for at the appropriate baggage rate, is sent to the destination airport without additional payment.

50.3. The search for unarrived baggage is carried out within 21 days from the date of receipt of the application from the passenger. If the baggage is not found after 21 days, the passenger may submit a written claim to the carrier. You can send a claim for reimbursement of expenses in connection with lost baggage to our email address office@flyhumo.com

ARTICLE 51. DAMAGED BAGGAGE

51.1 If, upon receipt of baggage at the airport, damage was discovered, the Passenger must immediately contact the Lost & Found baggage tracing department to record the fact of damage to the baggage and draw up an application for damages.

51.2 Send a statement indicating the amount of damage caused in connection with damage to baggage to the Carrier's email address office@flyhumo.com additionally attaching:

- baggage tag;
- Identity document;
- Baggage Damage Report (PIR).

ARTICLE 52. LIMITATION OF THE CARRIER'S LIABILITY FOR CHECKED BAGGAGE

52.1 In case of loss or damage to baggage, the carrier is liable in the amount of the cost of the lost or damaged baggage. If it is impossible to determine the value of lost or damaged baggage, the Carrier's liability does not exceed the amounts determined by international treaties and civil legislation of the Republic of Uzbekistan.

52.2 When performing international carriage, the carrier's liability is determined in accordance with the provisions of the "Convention for the Unification of Certain Rules Relating to International Carriage by Air (Montreal, May 28, 1999)" or the "Convention for the Unification of Certain Rules Relating to International Carriage by Air (Warsaw, October 12, 1929)", in accordance with the rules of application established by the specified international agreements.

CHAPTER 7. LIABILITY UNDER THE CONTRACT OF CARRIAGE AND DISPUTE RESOLUTION

ARTICLE 53. LIMITS OF CARRIER'S LIABILITY.

53.1. The Carrier's liability for carriage carried out by the Carrier on the territory of the Republic of Uzbekistan is regulated by the legal regulations in force on the territory of the Republic of Uzbekistan, the Rules for the carriage of passengers and baggage of the Carrier and the contract of carriage.

53.2. The Carrier's liability shall not exceed the amount of direct documented losses actually incurred.

53.3. The Carrier is not responsible and does not compensate for damages arising directly or indirectly due to its compliance with laws, regulations, rules and regulations of government authorities and these rules, or due to non-compliance with them by the Passenger.

53.4. The Carrier is not responsible for damage that arose through no fault of the Carrier or for any reason beyond its control (including: natural disaster, weather conditions, act of unlawful interference, requirements of government authorities, etc.).

53.5. The Carrier is not liable if harm to the life or health of the Passenger was the result of his health condition.

53.6. The carrier is not responsible for the safety of things carried by the passenger

53.7. The carrier is released from liability if he proves that the loss, shortage or damage to baggage occurred due to circumstances which he could not prevent or the elimination of which did not depend on him, in particular due to:

- the guilt of the person who checked in or received the baggage;
- natural properties of carried items;
- packaging defects that could not be noticed during external inspection of the accepted baggage;
- special properties of objects or substances contained in baggage that require special conditions or precautions during their carriage and storage.

53.8. The carrier is not responsible for:

- in cases of minor damage to checked baggage, i.e. for broken wheels, lost fastening straps, torn handles of suitcases, as well as scratches, cracks, abrasions, dents, cuts, dirt resulting from wear and tear due to long-term use of baggage;
- for damage to the carried baggage and/or shortage of weight of the carried baggage in case of arrival and delivery to the Passenger in good packaging, without traces of theft and damage to the packaging, unless the Passenger proves that the damage and/or shortage of baggage occurred and was due to the fault of the Carrier;
- for delay in baggage delivery due to circumstances beyond the Carrier's control, in particular due to unfavorable meteorological conditions, natural disasters, interference in the carriage process by unauthorized persons and other force majeure circumstances;
- for maintaining the special properties of objects or substances in baggage that require special conditions or precautions during their carriage and storage;
- for damage to fragile and fragile things, for money, jewelry;
- precious metals, silver works, valuable and business papers, medicines, keys, passports, IDs **and** other items that are not accepted as checked baggage, regardless of whether the Carrier knows about the presence of these items in the baggage or not.

53.9. The carrier is not responsible for providing connections between its own flights **and** flights operated by other carriers.

53.10. Departure and arrival times indicated in the schedule **and** ticket, aircraft type is not guaranteed by the Carrier **and** are not a condition of the contract of carriage.

53.11. The Carrier is obliged to take all measures within its power to carry the Passenger and baggage in accordance with the schedule.

ARTICLE 54. PASSENGER'S LIABILITY

54.1 In case of non-compliance with the rules of behavior of passengers on board, including disobedience to the requirements of the crew, violation of order, the Carrier applies the procedures established by the Carrier. If such actions cause harm, the passenger undertakes to compensate for any resulting damage, including compensation paid to third parties and lost profits.

54.2 When using a ticket paid for by card, the passenger guarantees the legality of this payment. In the event of a refund of a payment due to a dispute by the cardholder, the passenger is responsible for the damage caused to the Carrier and undertakes to pay the cost of the used air ticket and the costs incurred in connection with the refund.

54.3 In the event that penalties are applied to the Carrier due to the passenger's failure to comply with visa rules, migration requirements and other requirements of the laws of the country from, to, or through the territory of which the flight proceeds, the passenger undertakes to compensate for the resulting damage and costs incurred in connection with this.

54.4 If a passenger is denied entry, the passenger is obliged to pay the cost of the return flight ticket issued by the Carrier at the appropriate fare.

54.5 The passenger bears financial liability in the event of damage to the Carrier due to the presence of prohibited items and substances in hand baggage or checked baggage.

ARTICLE 55. CLAIM AND ACTION PROCEDURE

55.1 Before filing a claim against the Carrier for disputes related to carriage, it is mandatory to follow a claims procedure.

55.2 Claims may be submitted within the time limits established by the laws of the Republic of Uzbekistan.

55.3 If the claim is rejected or a response is not received within the prescribed period, the applicant has the right to file an action.

55.4 Circumstances and facts that may serve as the basis for filing a claim by victims and, accordingly, the property liability of the Carrier, passengers, senders and recipients of baggage, are verified by a report (PIR).

55.5 In cases of delay in the delivery of baggage, its shortage, damage (spoilage) or loss, as well as in the case of baggage issuance without presenting a baggage receipt and a tear-off coupon of the baggage number tag, a report on the malfunction during carriage is drawn up, which is signed by the person receiving the baggage and the Carrier.

55.6 The report is drawn up immediately upon discovery of a malfunction in the carriage of baggage.

55.7 If any baggage irregularities for which PIR has been drawn up before are found in the intermediary or destination point and there is no difference between the condition of baggage and the data contained in the PIR, no new PIR is drawn up and a note is made in a copy of the earlier PIR that no changes occurred in the condition of the baggage. Such note in the PIR is verified by the signature of the Carrier's officer.

55.8 A claim for the baggage damage shall be filed by the passenger on international flights immediately after revealing the damage but no later than 7 days, and the claim for delayed baggage delivery shall be filed no later than 21 days.

On domestic flights made by the Carrier the claim in case of not receiving the baggage, its damage, or shortage of the content, shall be filed to the Carrier immediately upon revealing the failure.

55.9 If no claim is submitted within the above said period, no legal action can be taken against the Carrier.

55.10 Baggage is considered lost if it is not found during search within 21 days from the day following the day on which it should have arrived at its destination.

55.11 The Passenger or his authorized person has the right to file a claim and action against the Carrier upon presentation of a passenger ticket, baggage receipt and report (PIR).

The absence of the RIP does not deprive the right to file a claim or action if proven, provided that the Carrier's representatives refused to draw up a report.

55.12 The carrier is obliged to review it within the time limits established by law and notify

the passenger in writing of the satisfaction or rejection of the claim if the carriage is entirely carried out on Humo Air flights. In other cases, the claim processing period may be extended, taking into account other carriers' claims processing policies.

55.13 When filing a claim, the following should be taken into account:

- The carrier is obliged, in the event of loss or shortage of baggage, the carriage of which has been paid for, along with payment of compensation, to return the fee collected for its carriage;
- in cases where the baggage packaging is damaged due to the Carrier's fault, the Carrier is obliged to reimburse the Passenger for the cost of packaging;
- in the event that the Passenger received only part of the checked baggage or damage was caused to part of the checked baggage, the Carrier's liability is determined based on the weight, lost or damaged part of the baggage. However, when the loss, shortage, damage or delay in delivery of part of the checked baggage affects the value of other pieces of baggage included in the same baggage ticket, then their total weight is taken into account when determining the amount of compensation.

The claim must be presented in writing and contain all the information necessary for its consideration.

An individual's claim must include:

- name of the Carrier against whom the claim is being made;
- last name, first name and patronymic of the claimer, postal address, personal email address;
- circumstances that are the basis for the claim, the content of the claim;
- the amount of payment for the claim, its calculation, confirmed by relevant documents (baggage ticket, invoices, checks, etc.);
- list of documents attached to the application.

The claim must be signed by the claimer or verified with an electronic digital signature.

The claim should be accompanied by copies of documents identifying the claimer.

The claim of a legal entity should indicate:

- name of the Carrier against whom the claim is being made;
- name of the applicant legal entity, postal address, outgoing number and date;
- circumstances that are the basis for the claim, the content of the claim;
- the amount of payment for the claim, its calculation, confirmed by relevant documents (receipt, invoices, checks, etc.);
- list of documents attached to the application.

The claim should be signed by the head of the applicant legal entity or an authorized person (representative), or certified with an electronic digital signature.

55.15 In order to ensure non-disclosure of information regarding the Passenger's flights to third parties, a mandatory requirement when filing an electronic claim against the Carrier is the presence of an electronic signature.

55.16 The claim should be accompanied by all necessary documents confirming the passenger's right to demand compensation, including a ticket, a paid baggage receipt, a baggage tag tear-off coupon, a report on malfunctions during the carriage of baggage, etc. The amount of the claim should be proven by the applicant.

55.17 If a claim is filed without attaching the listed documents, the Carrier additionally requests the required documents, specifying the deadline for their presentation, and after the specified period, the claim is considered based on the documents available in the case.

55.18 Acceptance by the passenger of the compensation offered by the Carrier, both in cash and in the form of benefits for the purchase of air tickets, discount certificates, etc., confirms the Carrier's fulfillment of the obligation to repay the damage.

