How to return the forgotten thing on board the aircraft

2022 20 May

In case of baggage or personal belongings loss, there is a general course of actions. Natalya Arapbaeva, chief of the baggage tracing group LLC «Uzbekistan Handling» explains what to do.

- After landing in Tashkent or in any other city, according to the rules, the flight attendants should go around the entire aircraft, check every shelf and under each seat. And whatever they find left on board, they have to hand over. In Tashkent, passengers can address to Lost and Found counter or in the arrival terminal of the airport. In other cities, go to the representative office at the airport, - said Natalia Arapbaeva.

In Tashkent, to pick up the lost thing, the passenger needs to leave a request by number: +998 78 140 29 14. The line is available 24/7, or to send an application with a detailed description of the lost object to the e- mail: claim@uzairways.com

- Once a passenger is informed that the lost item have been found, he may immediately pick it up, presenting a passport, a ticket and a boarding pass. Items forgotten by passengers are stored in a storage room at the airport of Tashkent for 3 months and after this period, they are sent for disposal. The period of storage of things in representative offices of other cities, may differ, - clarified Natalia.