

# Information message!

**2024 15 November**

Uzbekistan Airways closely monitors the feedback from our passengers and takes all possible measures to improve the quality of services provided, as well as to assist in resolving issues arising from passengers, creating the best possible travel conditions.

Thus, we observe an increasing number of cases from our passengers regarding transit flights and excess baggage transportation on such flights. Carriage of excess baggage is possible both on Uzbekistan Airways flights and on transit flights of the airline's Interline-partners with whom agreements have been signed. It should be noted that Uzbekistan Airways currently has a large number of such agreements, and among the partners are such airlines as Lufthansa, Qatar Airways, Singapore Airlines, Turkish Airlines and others.

Based on the situations faced by our passengers on transit flights, it is noted that when flights are operated by different airlines and there are no agreements between them, baggage check-in to the final destination becomes more complicated in terms of check-in procedures. Considering this fact, when checking in for a flight, all airlines warn passengers about the need to take into account the time at the transit airport, as well as the presence or absence of any agreements between air carriers.

All airlines have their own rules for free checked baggage allowance, which are specified in the airline ticket and on the airlines' websites. At the same time, the rules and cost of transportation of excess baggage, quantity and weight are indicated on the airlines' websites.

If you exceed the free baggage allowance on Uzbekistan Airways flights, you must pay for excess baggage at the time of check-in before departure. It is accepted at departure airports in cash and non-cash form. In the absence of cashless payment option at the check-in desk, the passenger can use credit or debit cards of UzCard, Humo, Visa, MasterCard, Mir payment systems, via the official website [www.uzairways.com](http://www.uzairways.com) or in the airline's application, which is available for download in AppStore and GooglePlay stores.

It should be noted that in case of any disputable situations during departure, passengers can file a claim to the official e-mail [info@uzairways.com](mailto:info@uzairways.com) or to the Uzbekistan Airways Contact Center at +998 78 140 02 00. In addition, passenger appeals are accepted through the “Passenger Appeals” section on the official website of the airline [www.uzairways.com](http://www.uzairways.com).

We would like to remind you that in order to avoid unforeseen situations, you should read the airline's rules before your flight or contact us by phone at the Contact Center.

We are always open for dialog and become better together with you.