

Changes to the Carriage Itinerary Rules from January 2026

2025 30 December

Uzbekistan Airways informs about the introduction of new rules for using flight tickets on domestic flights in cases where a passenger violates the sequence of the flight segments specified in the ticket.

General rule: the execution of the passenger carriage contract must take place in the sequence in which the itinerary is specified in the flight ticket, starting from the first point of departure.

From January 2026, updated rules come into effect for passengers on **domestic flights** who violate the order of the carriage itinerary:

- if a passenger does not use the first or a previous flight segment, the airline will not cancel the booking for all subsequent segments of the route. The passenger may continue the flight along the remaining itinerary specified in the ticket.
- in such cases, regardless of the type of fare used for the ticket payment, the cost of the flight segments not used by the passenger is non-refundable. Only airport taxes on the unused flight segments are subject to refund.
- a ticket with unused flight segments is not accepted for re-issuance.

Standard rules apply to international flights:

- if a passenger fails to appear for the first or a previous segment of the route, the booking for the entire subsequent itinerary is automatically canceled without notifying the passenger.
- the passenger may re-issue or refund the ticket under the conditions of voluntary refund or re-issuance in accordance with the rules of the fare applied for the flight ticket payment.

We wish you pleasant and safe flights with Uzbekistan Airways!