Information message

2019 9 December

As we informed earlier, due to thick fog international airports "Namangan" and "Fergana" were closed for receiving aircraft, and in this connection the aircraft "Uzbekistan Airways" Boeing 757, which was flying on December 8, HY-620 flight Moscow-Namangan instead of 17:45 l.t, by the decision of the commander of the aircraft landed at the international airport "Tashkent" at 17:41 local time.

Due to the fact that weather conditions at Namangan airport did not improve for a long time, passengers who expressed a desire to reach their destination by land transport on their own, according to the airline's rules, were given appropriate monetary compensation to reimburse transportation costs to Namangan.

Passengers with large amounts of luggage were asked by the airline to fly to their final destination on the next flight. 37 people agreed to fly to Namangan on HY-095 flight on December 09 at 08.25 a.m.

Due to the continuing bad weather conditions at Namangan Airport, the flight HY-095 from Tashkent to Namangan was postponed to 10:00, then to 12:00 and 14:00 on December 09. For the period of waiting for the flight to Namangan, passengers were accommodated in the waiting room of the Tashkent airport international flights terminal, where they were provided with hot meals twice - dinner/breakfast. For their flight to Namangan, passengers were delivered by land to the local airline terminal on December 9 at 07:00 a.m.

The long waiting time for passengers on board the aircraft was related to the repeated deterioration of weather conditions at Namangan airport. Some passengers reacted aggressively to the situation, demanding an immediate flight to Namangan, regardless of the weather conditions. As soon as information about the opening of Namangan airport was received, the commander decided to fly and the passengers were announced to board. After boarding the plane, the same aggressive passengers attacked the chief flight attendant with claims. Five passengers were removed from the flight by the Tashkent Airport Linear Police Department, including an aggressive passenger who inflicted bodily harm on the chief flight attendant,

which was followed by the replacement of a member of the plane's crew.

It should be noted that all this time, the management and responsible specialists of Uzbekistan Airways JSC were at the airport, conducted explanatory work and were in direct contact with passengers and took all necessary measures to serve passengers.

Chronology of flights HY620 Vnukovo - Namangan and HY-095 Tashkent - Namangan:

- The actual arrival time of HY-620 Vnukovo - Namangan flight to Tashkent airport is 08.12.2019 - 17:41.

- Departure time according to HY-095 flight schedule Tashkent - Namangan - 09.12.2019 - 08.25

- Transfer of flight schedule HY-095 Tashkent - Namangan - 09.12.2019 - to 10:00; 12:00; 14:00

- Start of boarding of passengers of flight HY-095 Tashkent - Namangan at 12:15

- Completion of boarding of passengers HY-095 Tashkent - Namangan at 13:30

- The actual time of departure of HY-095 flight Tashkent - Namangan - 09.12.2019 - 15.35.

- Actual time of arrival at the destination airport HY-095 Tashkent - Namangan at 16:03.

"Uzbekistan Airways" asks passengers to understand the changes in flight schedules due to bad weather conditions at the airports of departure and destination in winter, as the safety of flights and passengers is our primary task.