



## FAQ - Frequently Asked Questions



### **May I travel if my passport expires soon?**

Many countries have the special requirements concerning the passport validity. It is often necessary that the passport validity would be much longer than your travel. These requirements may vary dependent on the country of your citizenship as well as other stipulations. Please, check passport and visa requirements for all countries you would like to visit while you are travelling and make sure that your passport has validity required for entire travel.

### **Do I need a medical insurance for travel?**

We recommend buying good tourist insurances for travels abroad. Some travels prescribe vaccinations. You may use our IATA vaccination standards or be consulted by your physician.

### **Which time local or Moscow is indicated in air ticket?**

Our web site always indicates local time of the departure and arrival. For instance, if flight from Tashkent 14:05 it means Tashkent time. Arrival to Paris 15:20 it means Paris time.

### **May I buy an international air ticket if I have no still visa of the country where I would like to fly?**

No, you may not buy an international air ticket if you have no still visa of the country where you would like to fly. Please, take care of duly registration of your visa before you buy your air ticket.

**On which period of the time I may reserve my air ticket not buying it?**

It depends on a fare you choose as well as which period of the time you reserve your air ticket. Please, take information on a precise period of the time during which you may have your reservation at an office where you buy your air ticket.

**What is necessary for check-in at an airport if I have an electronic air ticket?**

If you have an electronic air ticket you must have a document identifying a passenger's person that is a passport for adult passenger and a birth certificate for child; if necessary a foreign passport and visa. We recommend you to have a route receipt (although this is not compulsory condition for check-in on flight) which contains all the useful flight information.

**May a reservation be cancelled without a notification?**

Yes, it may. If a period of the time on which you have reserved your air ticket has been expired but not paid your reservation is cancelled. A period of the time on which you may reserve your air ticket varies from 3 up to 24 hours dependent on your fare and period of the time before your flight around three days.

**How to fly on an airplane pregnant passengers?**

Pregnant women are allowed to fly:

- In case the pregnancy is not beyond the 35th week, in the presence of the medical certificate signed by gynecologist and issued not earlier than seven days before the flight.
- In the case of pregnancy with twins or a multiple pregnancy, it is possible to fly until 32<sup>nd</sup> week of pregnancy on the flight day.
- In case of the pregnancy is beyond 35 weeks, the pregnant passenger is required to be accompanied by a medical escort. This travel is subject to the approval of the Airline Medical Service.

**How to know «Uzbekistan airways» lines and schedules?**

If you need information on «Uzbekistan airways» lines and schedules», please, log Flight Map and Schedules.

**How to get information on your flights, fares and/or reservation conditions?**

Information on your flights, fares and/or reservation conditions you may get on our web site page interactive services or contact with our aviation company's representative office in your country as well as nearest office selling «Uzbekistan havo yollari» air tickets. Contact information on offices selling the air tickets / regional representative offices you may get in Representative offices.

**What is «airport's fee»?**

Some airports collect «departure fee» which each passenger pays. If you reserve your air tickets of our aviation company airport's fees are included in your air ticket.

**How to get address and telephone of «Uzbekistan airways» representative offices in country of my living?**

All address and telephone of «Uzbekistan airways» representative offices in country of your living as well as worldwide offices selling our aviation company's air tickets you may get, logging Representative offices.

**How to know does visa need for travel?**

Some countries require entry or transit visas which are to be taken before your travel. We recommend you to contact visa / consular department of the embassy of the country you would like to visit or is within a territory of this country during some time while transit flight. Many country provides visa information on their official web sites. Also necessary information you may take from your agent while you are reserving your air ticket. Passenger is responsible fully for presence of the required visas and notations.

**My passport expires soon. What is probability of my travel abroad?**

This is high importance that your passport is valid during entire period of your travel. Some countries require passport validity during some period of the time (usually 6 months). Please, read carefully all the passport requirements in embassy of the country you would like to visit before your travel.

**Is it necessary to get vaccination against some diseases or take some special medicine?**

Some situations may recommend either provisional vaccinations dependent on the route or country of the arrival. If you have any doubts, please, get consulted by your physician.

**How to report a mission?**

Aviation company asks you to save boarding passes and documents confirming you paid your transportation (fiscal cheques and card receipts). Since these documents accompanied with the copy of the electronic air ticket (foreign mission also needs the copies of the passport's border notations) are enough evidences to take the compensations of the air expenses.

**How to take «Uzbekistan airways» flight confirmation?**

Our company may confirm a passenger's flight in writing on its letter-head if a passenger writes an application (with the indication the passenger's full name, passport information, air ticket number, line, flight's date, r application eason). Confirmation in writing is made for 5 business days free of

charge. This confirmation in writing a passenger may take from «Uzbekistan airways» all selling offices.

**Where I may take your aviation company's schedules?**

You may get full information on all flights in Schedules.

**Does a child under 2 years need an air ticket?**

Child under 2 years for flight needs an air ticket and an accompanier's reservation request.

**Is hand luggage free of charge?**

Free of charge luggage does not include:

- Lady or gentleman bags or files;
- Cameras;
- Printed papers;
- Computer less 2 kg;
- Child's nutrition and movable cradle;
- Umbrella or cane;
- Coat, cloak or other same garments;
- Rug;
- Crutches (if crutches are required during a flight);
- One bag with the Duty free products less 5 kg and 115 cm by three dimensions;

**What is an electronic air ticket?**

Electronic air ticket or e-ticket is an electronic copy of the paper air ticket. Nowadays the electronic air tickets are for aviation services in most countries worldwide and gradually substitute the paper air tickets.

**What are advantages of the electronic air ticket?**

- You are unable to lose your electronic air ticket since it is in our company database;
- Immediately after you buy your air ticket you may send your travel's details to whom it may concern including your relatives, friends or business partners;

**How to order special nutrition while I am buying my air ticket?**

Special nutrition is individual and ordered while you are buying your air ticket. When check-in is on it is impossible to do.

**Which hand luggage may I bring into an airplane?**

You may bring into an airplane your hand luggage following:

- First and Business classes take hand luggage up to 10 kg (115 cm by three dimensions);
- Economic class takes hand luggage up to 8 kg (115 cm by three dimensions);

Passenger is responsible for cabined hand luggage.

**When I come at airport?**

If you travel with the luggage to be registered to transport into an airplane you come at check-in counter not later than 40 minutes before your flight.

**Which documents I need to have?**

Duly registered documents make your travel pleasant.

Passenger is responsible for duly registered documents, compliance with all acts, directives, regulations and instructions of the state authorities of the country from the territory (through) or into the territory of which transportation is done. Please, take your passport with the visa (if necessary), your air ticket paper or electronic (route receipt) and other documents to enter into a country to travel.

Our aviation company reserves its right reject a passenger having not duly registered documents. You may return your air ticket and take money for it only in a selling office.

**How to know whether my flight late is?**

You may specify your flight terminal in «Online panel» of our aviation company's web site. Also coming at an airport you find all the necessary information on a flight room's panel.

**Which model of airplane I fly on?**

Even you know a model of an airplane as you buy your air ticket the scheduled model may be changed as technical or operational reasons. To know which a model of an airplane for your flight, please, contact our aviation company's employee registering the passengers and luggages of your flight.

**If I need help at airport who can help me?**

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You may ask any airport's employee to help. Even if an employee you asked to help you does not have information necessary for you this employee knows how to get it as soonest as possible.

**I am checked in but I need another seat. How to replace?**

You may ask check-in counter to take any seat vacant that time.

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