



Passenger Service Guide for Disruptive Situations

FKG-M-GRH-

Tashkent city

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Normative references

- Air Code of the Republic of Uzbekistan;
- Law of the Republic of Uzbekistan "On Protection of Consumer Rights";

The liability of FLY KHIVA GROUP LLC in the event of failures and violation of the performance of the transportation contract is regulated by:

- Conventions to which the Republic of Uzbekistan has acceded and its obligations under multilateral and bilateral international treaties;
- The Air Code of the Republic of Uzbekistan and other current legislation of the Republic of Uzbekistan;
- Foreign legislation in cases where it is applicable to obligations arising from damage caused by an airline of the Republic of Uzbekistan;
- The contract of carriage and the rules of the airline.

Terms, definitions, designations and abbreviations

FIM (Flight Interruption Manifest) Act – a document on paper or electronic media, issued in the event of a forced change in route due to a flight interruption and the transfer of passengers to a flight of another carrier and subsequently used for settlements with the new receiving carrier.

In case of forced interruption of transportation, FIM may be issued if:

- the tickets of passengers on the interrupted flight do not contain flight coupons that could be used by the new receiving carrier;
- there is insufficient time to reissue tickets and/or there are a very large number of passengers on the interrupted flight.

Alternative compensatory service – a service provided in the performance of a standard contract of carriage, the cost of which is comparable to the amount of monetary compensation due to the passenger and provided in lieu of such compensation or, with the voluntary consent of the passenger to a delay at the point of departure, in addition to such compensation.

Alternative transportation – transportation, including ground transportation, provided to a passenger in cases where his delivery to the destination or stopover cannot be provided on the flight originally requested by the passenger.

Days - full calendar days, including Sundays and official rest days.

Delayed arrival at destination - the difference between the flight arrival time indicated on the passenger's ticket and the actual time of arrival of the passenger at the destination airport. The term "arrival time" used to determine the duration of a passenger's delay corresponds to the time during which at least one door of the aircraft, having arrived at the parking area at the destination airport, was opened and at which time passengers were permitted to leave the aircraft.

Compensatory services - services provided to passengers when their flight is delayed, such as hotel accommodation, meals, ground transportation, communication services, and reimbursement of expenses at points along the passenger's onward route if they result from such a delay.

Force Majeure - extraordinary, unavoidable and unforeseen circumstances under the given conditions, caused by natural phenomena (earthquakes, landslides, hurricanes, droughts, epidemics, etc.) or socio-economic circumstances (state of war, blockade, rebellion, military action, strikes, import and export bans in the public interest, etc.) that are not dependent on the will and actions of the parties, as a

result of which the airline cannot fulfill its obligations under the contract of carriage.

Denied boarding - refusal by an airline to transport a passenger on a flight for which he/she had a confirmed reservation despite the fact that he/she presented himself/herself for check-in/accommodation on board within the time period specified by the Carrier. Exceptions are cases when a passenger is refused accommodation on board due to health reasons, safety reasons, or the presence of inappropriate travel documents.

Carrier (Airline) - an air transport enterprise that carries out commercial transportation of passengers, baggage, cargo and mail on its own or leased aircraft and has a valid air operator certificate and other required documents required by the legislation of the country of registration.

Overbooking - a commercial strategy of an airline that deliberately sells more airline tickets than there are seats for sale on board an aircraft operating a flight. This strategy is used by airlines to prevent loss of revenue due to no-shows. When using this strategy, the airline sets an "overbooking factor" or resale value for a flight based on statistical data, assuming that a certain number of people who have purchased tickets are likely to no-show. If, as a result of this strategy, more passengers are scheduled to depart than can be accommodated on board, the remaining passengers are provided with monetary compensation, alternative or compensatory service as provided by the passenger service manual in emergency situations.

Flight Disruption - a situation that caused a violation of the terms of the passenger carriage agreement, resulting in the airline failing to fulfill its obligations to provide the service provided. Reasons for the occurrence of failure situations:

- Those beyond the control of the carrier, such as actions or inactions of third parties, as well as force majeure circumstances;

- Those dependent on the carrier, such as disruption of departments, equipment failure or unavailability, insufficient organization and coordination of existing production processes or their non-compliance with the carrier's declared terms and conditions for the performance of the contract of carriage, suboptimal processes within the airline, such as inaccurate business forecasts, lack of aircraft reserves, etc.

Connecting flight - a flight that is included in the route of a single contract of carriage and on which the passenger, after arriving at an intermediate point on the route of carriage (transfer point) and without interrupting the carriage (stop-over) at such a point, can continue his journey further along the route indicated in his air ticket.

IROP (Irregular Operations) - any changes to the flight schedule that occur less than 48 hours before the flight time and result in disruptions to the flight or the impossibility of providing the passenger with a reserved seat on board the aircraft performing the flight. Such changes to the schedule may arise due to:

- flight delays and cancellations;
- route changes;
- commercial load restrictions;
- air traffic restrictions;
- technical problems, such as, for example, aircraft damage;
- unavailability of an aircraft to operate the flight;
- safety problems;
- immigration problems;
- overselling of seats on a flight;
- passenger delays at the point of departure due to denial of a previously booked and paid seat;

- crew shortages or other personnel problems;
- other reasons leading to the impossibility of fulfilling the contract of carriage.

PSC (Planned Schedule Changes) - any changes to the flight schedule introduced more than 48 hours before the flight departure, which may require notification to passengers to ensure advance rebooking and/or reissue of tickets. The calculation of days for determining the terms of service in PSC situations is made from the scheduled departure date of the flight, including the flight departure date.

Such changes may include changes:

- arrival or departure time;
- flight number or frequency;
- service airport;
- arrival or departure time due to switching to daylight saving time or vice versa;
- other flight parameters that are changed as a result of schedule optimization or forced changes due to long-term force majeure circumstances (pandemic, natural disasters, decisions of government authorities, etc.). Thus, a planned schedule change with a reduction in flight frequency will mean a reduction in the number of flights operated between two points (for example, a reduction from five flights per day to three flights per day or daily service to three times a week). A planned schedule change with a disruption to the connection occurs when passengers cannot use a reserved seat on board from the connection point or beyond it due to a change in the schedule by the carrier for a new flight period.

1. GENERAL PROVISIONS

This Manual defines the procedures for organizing passenger service for flights of the airline FLY KHIVA GROUP LLC and is intended to ensure the airline's ability to service passengers during planned schedule changes and unplanned disruptions to operational activities at the level of quality standards established by the airline. The main objective of this Manual is to define agreed, executable and effective production procedures and determine priorities for their implementation to ensure the organization of service in disruptive situations, which minimizes inconvenience to passengers and ensures the ability to manage unproductive expenses of the airline.

The consequences of the occurrence of disruptive situations may be such changes in operational activities, in which the Carrier:

- cancels a flight;
- fails to operate a flight as scheduled;
- fails to make a stop at a point that is the passenger's destination, transfer or stopover point;
- fails to provide a previously reserved seat;
- changes the route, date and/or time of arrival or departure and/or carrier;
- is unable to deliver the passenger in a timely manner for placement on a connecting flight for which the passenger has a reserved seat.

The scope and rules of maintenance in failure situations and situations of disruption of operational activities depend on the time and circumstances of the occurrence of such situations. On this casus, the following situations are determined:

- **occurring less than 48 hours before the scheduled departure time (IROP);**
- **occurring more than 48 hours before flight departure (PSC).**

As a result of disruption of the activities of units, lack of aircraft reserve, unavailability of equipment, insufficient organization and coordination of existing production processes, their non-compliance with the declared service rules, non-optimal interaction processes within the airline, untimely and/or incomplete information about PSC, other internal organizational reasons, planned changes to the PSC schedule may transform into an IROP situation. In such cases, regardless of the time of introduction of planned changes to the schedule, passenger servicing is carried out according to the scheme provided for IROP.

When arranging the departure of passengers from the initial departure/transfer point in the event of an IROP situation, it is recommended to adhere to the following priorities:

- passengers traveling on a route that includes transfer/connection points;
- passengers who are members of the airline's loyalty program (frequent flyers);
- passengers with disabilities, elderly people, or with children;
- passengers traveling together as part of a group or family;
- passengers with a confirmed reservation;
- other passengers.

2. AIRLINE UNITS INVOLVED IN ORGANIZING EMERGENCY SERVICE

The unit that makes the decision on the occurrence of an IROP situation and informs the airline's interested services about the occurrence of such a situation is the **Flight Control Centre (FCC)**.

The divisions of the airline responsible, on the basis of this Manual, for preparing decisions on the scheme for organizing the further dispatch and servicing of passengers delayed as a result of IROP, PSC situations and the sale of seats in excess of the limit, are the **Passenger Transportation Sales Department**, which informs all interested services (FCC, SNO, Airline Representative Offices), the **Airline Call Center** about the adopted servicing scheme. In this case:

- **The Schedule Specialist ensures** amendments to the current schedule, dissemination of information about schedule changes to the interested services;
- **The Passenger Transportation Sales Department and the Ground Handling Service ensure** the organization of changes in reservations and reissue of air tickets, informing the agent network, interaction with interline partners to ensure changes in reservations and reissue of air tickets issued for interline transportation, interaction with airline representative offices;
- **The Ground Handling Service (GHS) and Representative Offices of FLY KHIVA GROUP LLC** in Uzbekistan ensure the organization and coordination of services at the airports of Uzbekistan in accordance with the service scheme adopted in a specific situation;
- **The Flight Control Center, GHS and Representative Offices (Counterparties) of FLY KHIVA GROUP LLC** abroad ensure the organization and coordination of services at the airports abroad in accordance with the service scheme adopted in a specific situation.

The division of the airline responsible for organizing passenger service at the airports of the Republic of Uzbekistan in the event of IROP situations, PSC is the **Ground Handling Service (GHS)**, which communicates to the airline's representative offices at the airports of the Republic of Uzbekistan information on the service organization scheme adopted in a specific situation, organizes and coordinates the work of representatives at the airports of the Republic of Uzbekistan.

The **call center** is responsible for providing, based on the adopted service scheme in a specific situation:

- managing an existing booking (changing a booking in accordance with the proposed service scheme upon agreement of such changes with the passenger, collecting and transmitting information on passengers' refusals to use the booking change option proposed by the airline and alternative service options requested by passengers, etc.);
- preliminary informing passengers (before passengers' arrival at the airport) about the occurrence of IROP or PSC situations, the reasons for the occurrence of the failure situation, the expected delay time, the options for further performance of the carriage agreement proposed by the airline, the possibility of providing various types of services, points and contacts for passengers to request additional information related to the flight delay/cancellation, the procedure for further informing about the organization of sending passengers on other own flights of FLY KHIVA GROUP LLC, flights of partner airlines or other types of transport.

3. AIRLINE LIABILITIES IN THE EVENT OF EMERGENCY SITUATIONS

In emergency situations, taking into account the legitimate interests of the passenger, the carrier must:

- a) carry the passenger by another of its scheduled/charter flights or by a flight of another carrier on which there are available seats, ensuring further performance of the contract of carriage with minimal delay and/or with minimal disruption to the itinerary of destination or transfer;
- b) provide the passenger with travel documents with a confirmed reservation for continuing carriage without charging rebooking fees;
- c) be responsible for hotel accommodation and provision of services provided for by these rules if the delivery of the passenger to an intermediate connecting point on the route is delayed;
- d) prevent an involuntary change in the class of service paid for by the passenger. If such a change in the class of service has occurred, then:
 - in the event of an involuntary change in the class of service to a lower one, refund the passenger the difference in tariffs and fees on the changed part(s) of the route;
 - in the event of an involuntary change in the class of service to a higher one, not charge the passenger any additional payments for further transportation.
- e) ensure that the passenger is reimbursed for the difference in the cost of carriage in cases where the cost of carriage on the changed route is lower than that in the originally issued ticket (if carriage is performed on an alternative changed route and/or by an alternative ground carrier).
- f) ensure, if necessary, the forced return of travel documents with payment of amounts for the unfulfilled section of carriage without deduction of penalty fees;
- g) ensure, if necessary, the payment of compensation or the provision of alternative compensatory services, hotel accommodation, provision of meals.

If the flight has been cancelled or the departure and arrival times of the flight indicated on the ticket have been changed due to reasons beyond the control of the carrier, such as:

- change of departure time/date due to weather conditions;
- flight cancellation/delay by decision of government authorities of countries from, to or through whose territory the air transportation is performed;
- other force majeure circumstances beyond the control of the carrier, the airline, taking into account the interests of passengers, will strive to perform transportation by another of its flights or facilitate the organization of transportation of passengers by flights of other carriers, including ground carriers, to the point specified by the passenger, or will refund the amounts without charging penalties.

In such circumstances, the carrier is not responsible for providing any type of compensation or for the occurrence of additional expenses for passengers at the points of flight delay and at points on the subsequent route (additional charges for increased transportation costs, provision of a hotel and meals, ground transportation, communication services, etc.).

Exceptions are cases when the airline, due to weather conditions or other force majeure circumstances, makes a forced interruption of an international flight or changes the route of transportation at points in the territory of the Republic of Uzbekistan that are outside the route indicated in passenger air

tickets. In such cases and depending on the situation, with a planned wait for the flight departure at the point of forced stopover for **more than 4 hours** and by special decision of the airline, passengers are provided with meals and, if necessary, communication services in accordance with the current rules. And with a planned wait for departure at such points for more than **12 hours** during the daytime and more than **6 hours** at night, if necessary and also by decision of the airline's management, a hotel is provided for the period of waiting for departure.

If the departure and arrival times indicated in the ticket and schedule have been changed for reasons dependent on the carrier's actions, such as the cancellation of the flight by the airline, the aircraft not being ready for takeoff, a failure in the organization of the transportation process and other reasons of the same nature, as well as in cases of overselling airline tickets, the airline is liable for additional expenses that may arise during the period of the passenger's delay at the point of forced change of the transportation route, as well as for expenses at subsequent points of the route, if they are a direct consequence of such a change of route. In this case, such additional expenses must be limited only to the basic expenses for payment of:

- hotels (except luxury rooms),
- ground transportation to the destination/stopover,
- taxes and fees at transit points, and other expenses incurred at the request of the transit/destination country;
- reasonable communication services (one or two telephone calls, totaling no more than five minutes, or payment for other communication services approximately equivalent to the cost of a five-minute telephone call at the point of forced delay).

All additional expenses of the passenger at subsequent points on the route, if they were a direct consequence of the carrier changing the route, are considered in the claims procedure upon presentation by the passenger of an application with attached documents confirming the expenses incurred (checks, invoices, receipts, expense orders, etc.).

When servicing flights on which the number of passengers with a confirmed reservation exceeds the number of available seats in the cabins of the class of service paid for by these passengers, in exceptional cases, passengers may be accommodated in cabins of a higher class of service (class merging procedure). The main principle of organizing the accommodation of passengers on board when combining classes of service should be to prevent a decrease in the quality of service for passengers who initially paid for transportation in business class. When considering the possibility of accommodating passengers with a confirmed reservation in economy class cabins in a business class cabin, the following should be taken into account:

- availability of free seats in the business class cabin and the number of economy class passengers who must be accommodated in the business class cabin;
- the number of passengers who have paid for transportation in business class service;
- the specifics of the organization of service for this flight and the status of business class passengers.

When deciding to combine classes of service:

- Economy class passengers are seated only in the last rows of the business class cabin;
- Business class passengers are seated in free seats in economy class cabins at the passenger's choice;
- both in the case of a forced upgrade of the class of service and in the case of a forced downgrade, passengers are provided with meals and baggage allowance for the originally paid class of service.

In cases of forced dispatch of passengers on flights of another carrier, the airline does not accept responsibility for additional expenses of the passenger if the delay at subsequent points on the route occurred during the performance of transportation by the new servicing carrier(s) and was a consequence of the performance of its services.

4. PROVISION OF MEALS

During ground handling, passengers are provided with assistance in emergency situations.:

- on all flights of FLY KHIVA GROUP LLC - drinks for departure delays of 2 hours or more;
- only on international flights - meals for departure delays of 4 hours or more depending on the time of day - breakfast, lunch or dinner.

Meals are provided according to a standard menu, regardless of the class of service paid for, the type of fare and the discounts provided.

The maximum standards for food expenses per passenger (excluding drinks) must not exceed the food expenses for economy class passengers approved for the point/flight where the failure occurred.

The maximum standards for drinks for one passenger must not exceed:

- 1 USD per serving within the territory of the Republic of Uzbekistan;
- 2 USD per serving outside the territory of the Republic of Uzbekistan.

Meals for passengers on delayed flights are organized on the basis of catering and restaurants at the airport of the delay, hotel restaurants where passengers are accommodated while waiting for their flight, and other catering establishments on the basis of an agreement on organizing meals for passengers in emergency situations, concluded between the carrier and the catering/restaurant/hotel/other food supplier..