

UzAirPlus rules

Rules and conditions of participation in the Program «UzAirPlus».

General provisions.

The Program «UzAirPlus» is the loyalty program for encouragement of frequent flying passengers using the flights of the National Aircompany (NAC) of the Republic of Uzbekistan «Uzbekistan Airways».

The present Rules are applied to all Participants of the Program «UzAirPlus» without exception. Joining and further participation in the Program is the acknowledgement of Participant's consent with all provisions of the given Rules. The present Rules replace all previous rules concerning Program.

The personal data of Participants concerning participation in the Program are stored, processed and used exclusively for Program working and mailing the information materials regarding participation in the Program to the Participants themselves and to the companies-partners.

Registration and participation in the Program «UzAirPlus» is free of charge. It is impossible to transfer, grant or bequeath the personal and family accounts of the Participant, as well as the points accrued to other persons.

The present Rules may be changed by aircompany without advance notice. In such case service of passenger-participant of the Program «UzAirPlus», joined the program before such changes introduction and having enough points for getting awards, will be carried out according to new rules from the date of their publication.

The Program «UzAirPlus» is not the public offer. The application submitting and registration in the Program does not mean execution of contract as a result of announcement of public offer, does not involve any obligatory relations between the NAC «Uzbekistan Airways» and the Participants joined it.

The aircompany reserves the right at any time on revision and change of period of accumulation and number of accrued points, necessary for upgrade/downgrade of service level, continued staying on given service level, for the routes permitted for use of bonus points accrued.

Kinds of awarding of frequent flying passengers.

Awarding of passengers-participants of the program «UzAirPlus» is made by:

- Granting the bonus air ticket;
- Bonus upgrade of class of service;
- Granting additional privileges in the form of increasing the free baggage allowance;
- Granting additional privileges in the form of service in Business lounge (CIP hall) at departure/arrival/transit of the passenger from/to airports of the Republic of Uzbekistan;

The services given to participants of the Program, may be used only for travels on schedule flights of the NAC «Uzbekistan Airways».

Conditions of individual participation in the Program «UzAirPlus».

Any individual, not younger than 16 years, regularly travelling by flights of the NAC «Uzbekistan Airways», may become the participant of individual levels of the Program. One personal account is only opened for each Participant. Points from one account cannot be combined with points of other accounts.

Registration in the Program “UzAirPlus”.

For participation in the Program it is necessary to be registered, receive number of the personal account and to fill the introductory application. Application filling confirms the consent with Program conditions. On the basis of application the temporary Personal account with identification number is opened for the Participant of the Program “UzAirPlus”, on which the data about flights of the Participant are accrued, as well as the PIN-code for independent tracing of account condition via Internet web-site is given.

Only the Participants submitted all necessary personal and contact data, including name, surname and date of birth, according to valid passport, are entitled to accrue points and to use points accrued on the Personal account for getting awards. The aircompany has the right to require confirmation of correctness of the given personal and contact data from the Participant.

Information on the account is accessible on-line on the aircompany’s web-site. For access to the Personal account it is necessary to specify number of card (account) and own PIN-code in section «Personal office».

Order of defining the status of the individual participant of the Program “UzAirPlus”.

If 5000 points and more have been accrued on the temporary account, Participant of the Program obtains a card of level “PREMIUM”.

The Program “UzAirPlus” provides plastic cards of 3 levels for individual participation:

- “PREMIUM” - 1st level (card number begins with “333”)
- “SILVER” - 2nd level (card number begins with “777”)
- “GOLD” - 3rd level (card number begins with “999”)

There are "active" points and "status" points in the Program “UzAirPlus”.

Active points is the number of points accrued for real flight which may be used for obtaining the bonus air ticket or bonus upgrade of class of service by the Participant of the Program “UzAirPlus”.

Status points is a total amount of points accrued by the Participant from the moment of his/her registration in the Program “UzAirPlus”. Status points on accounts of different levels are used for increasing a service level of Participant of the Program by means of granting an additional privileges (see the table № 4) and obtaining the status of the “Elite Participant” of the Program. At change of participation level the number of status points is annulled. The current number of active points used for obtaining bonus awards in the program “UzAirPlus” remains and is taken into account in status points at following level.

Conditions of accrual of bonus points.

Points are accrued for paid segments of flights according to the aircompany’s tariffs published and flights actually flown by the Participant on schedule flights of the NAC.

Participants of the Program “UzAirPlus” receive points for flights on segments of route specified in air ticket. Points are accrued for each flight segment corresponding to each flight coupon of air ticket, only at transportation on flights of the NAC under air tickets:

- issued on the blanks with code “250”;
- issued on the neutral blanks of Transport Clearing Chamber of Russia (TCC);
- issued on the neutral blanks of BSP with code of carrier “250”;
- issued for transportation for space block belonging to «Uzbekistan Airways» on flights of airlines-partners under “Code-Share agreements”;
- issued for transportation on flights of the NAC on the blanks of foreign airlines-partners under “Code-Share agreements”, “Interline agreements” and other kinds of agreements of the NAC on mutual recognition of traffic documents, allowing to conclude the transportation contract on schedule flights of the NAC on blanks belonging to foreign airlines.

Points for flight with use of free upgrade of class of service in the Program “UzAirPlus” are only accrued for paid segments of route according to the paid class of booking.

Points are not accrued, if the ticket is issued:

- to a charter flight;
- as free tickets;
- with any discount or privilege, except discount “DC”.

Points are not also accrued for not used tickets and not used tickets with expired term. The list of tariffs on which the bonus points are not accrued, can be changed.

Each Participant bears responsibility for the timely notice to the aircompany “Uzbekistan Airways” about changing data in passport, address, phone and other data. At discrepancy of data specified in air tickets of the Participant and data registered in the Program, the aircompany has the right not to accrue points to the account of the Participant until Participant presents the original of the passport with the changed data.

Order of accrual of bonus points to the individual account.

For timely inclusion of bonus points to the Personal account the Participant must show a card of Participant or inform the personal account number at booking and payment of air ticket, or must personally enter personal account number at booking of the air ticket or services via site in the NAC’s system of on-line booking.

For inclusion of points to the personal account of “UzAirPlus” Participants of the Program must keep passenger coupons (or copies) of air tickets and/or boarding passes after flight flown. If electronic air ticket was used, it is necessary to inform its number, date and route.

Points are only accrued for the flights made after date of passenger registration in the Program. The number of bonus points charged for flown flight, depends on the flight distance, a bonus zone applied and is defined according to Table No. 1 of the present Rules.

Depending on the class of booking and participation level, charge of bonus points is made with application of some coefficients established. Application of coefficients is made according to Table No. 2.

The Program provides possibility of points charging to the participant for one schedule flight of the NAC «Uzbekistan Airways», flown not earlier than 90 days before date of Participant registration in the Program «UzAirPlus». Such flight will be considered, if Participant informs about fact of such flight at filling the application and gives the original or copy of the passenger coupon or boarding passes on each segment of route.

Incorrectly specified or entered personal account number of the Participant at booking or payment of air ticket cannot be corrected or changed during registration to flight. For check and elimination of discrepancies the passenger may address to the “Service of Frequent Flying Passengers”.

If copies of passenger coupons and/or boarding passes or the itinerary receipt of electronic air ticket are absent, the NAC «Uzbekistan Airways» does not guarantee charge of bonus points to the account of the Participant of the Program. If Participant does not submit a copy of passenger coupon, a boarding pass or the itinerary receipt of electronic air ticket then claims are not accepted from the Participant.

Restoration of points on non-accounted flights.

If there is non-accounted flight, the Participant of the Program may submit the originals or copies of corresponding flight documents (the ticket and boarding passes) during the period which does not exceed 12 months from the given flight, and in any case flight date shall not be earlier than 90 days before date of Participant registration in the Program.

After corresponding check, the information is restored not later than during one month after submitting the application by the Participant for restoration of data about flights.

Information about Personal account condition.

The information about Personal account condition is accessible on-line in the personal office of the Participant on aircompany's web-site www.uzairways.com. For access to personal office it is necessary to enter Participant's card number (Participant's personal account) and PIN- code.

The airline does not bear responsibility if information about account condition is not accessible due to impossibility of access to the aircompany's web-site by the Participant because of the technical malfunctions which elimination does not directly depend on the NAC.

Booking of bonus air tickets.

Booking of bonus air tickets on flights of the NAC «Uzbekistan Airways» is carried out in the following booking classes:

- "P" - the First class,
- "Z" - Business class,
- "X" - Economy class.

The number of seats in bonus classes on flight of the NAC «Uzbekistan Airways» is limited. The aircompany reserves the right to deny the bonus transportation booking for specific date and flight at absence of seats in bonus class of booking.

Issuing the bonus air tickets.

At accrual of number of points granting the right to award, the Participant of the Program may receive the bonus air ticket or bonus upgrade of class of service. Executing the bonus air ticket or bonus upgrade of class of service is only possible after reception of acknowledgement about availability of necessary number of active (valid) points on the account of the Participant from office of the Service "UzAirPlus".

Executing the bonus air ticket and bonus awards is carried out at ticket sales offices of Representations of the NAC and at own ticket sales offices of the HAK within the territory of the Republic of Uzbekistan.

At executing the bonus air ticket or bonus upgrade of class of service the number of active points corresponding to the specified award is deducted from the personal account of the Participant. Deduction of active points from the account does not affect the status and number of status points of the Participant of the Program (according to Table No. 3).

Payment of state fees and charges.

At executing the bonus ticket all established state, airport and other fees are to be paid by the passenger - Participant of the Program «UzAirPlus». Participant of the Programs bears full responsibility for payment of published state, airport and other fees and charges.

Validity periods of bonus air ticket.

The bonus air ticket is valid for flight within six months.

Validity period of air ticket, issued with bonus upgrade of class of service, is defined by validity period of tariff paid from which upgrade of class of service was made.

Change of route of the bonus air ticket.

Change of transportation route of bonus air ticket on schedule flights of the NAC is permitted according to current rules of transportations. In such case all published charges for re-issuing the air ticket and other necessary fees are collected, and if there is difference between necessary number of points for previous route and new one, this difference is collected by means of additional deduction of points from the account of the Participant.

Schedule flights of aircompany are combined to special bonus zones for the Program “UzAirPlus”. Change of route of bonus air ticket within one bonus zone is made by re-issuing the air ticket and making the corresponding changes (change of data about route and air ticket number) on the personal account of the Participant. Participant shall also pay all corresponding charges. Voluntary change of route of bonus air ticket by the Participant to the route in another zone, where more number of points is necessary for execution of bonus air ticket, is made only if there is necessary number of points on the personal account of the Participant. In such cases point lacking is deducted from the account of the Participant, and Participant shall also pay all corresponding charges for route change.

Change of route of bonus air ticket to route where execution of bonus air ticket requires less number of points, is made by means of issuing the new air ticket, with change of route and payment of all necessary charges by the Participant. Information about changes made is entered to records of the personal account of the Participant. In such cases difference between the points spent for execution of initial air ticket and point necessary for new route is not restored.

Any change in bonus air ticket is only possible within validity period of air ticket.

In cases of forced change of departure date and also in case of passenger illness, confirmed with the health certificate, charges for rebooking are not collected.

Cancellation of bonus air ticket.

In case of cancellation of bonus air ticket or air ticket with bonus upgrade of class of service, deducted points are not subject to return. All established state, airport and other fees, paid but not used, are returned to passenger in established order.

Bonus points for bonus air ticket are not subject to return. The exceptions include cases of bonus air ticket return due to force-majeure circumstances related to actions of carrier. In these cases and on passenger choice the following is made:

- rebooking and prolongation of validity period of passenger air ticket according to current rules of the aircompany provided for such cases, without collection of charges and penalties for rebooking, or
- reissuing the bonus air ticket, with change of route within one bonus zone, without collection of charges and penalties for reissuing the air ticket, or
- cancellation of bonus air ticket and return of amounts of state, airport and other fees paid, without deduction of any penalties, to the passenger and restoration of active points used for execution of bonus air ticket, to the account of the passenger. Validity period of such restored points is not prolonged.

Loss of Participant's card of the Program "UzAirPlus"

In the case of loss of Participant's permanent card of the Program "UzAirPlus" Participant of the Program must apply with application to the Service "UzAirPlus" or to Representative offices of the NAC where he/she will obtain the card duplicate. For issuing the duplicate of plastic card 1500 points are deducted from the account of the Participant of the Program.

Monitoring the conditions of the account and the control over timely increasing the level of cards is made by Service "UzAirPlus" and representative offices of the NAC, at direct converse of passengers. If Representative office of the NAC reveals necessity of change of Participant's account details, the Representative office shall inform the Service "UzAirPlus" for entering corresponding changes.

The Participant of the Program bears personal responsibility for information submitted for monitoring the account condition, and independently traces the validity period of points accrued via aircompany's site.

Bonus points for completely bonus air ticket or for bonus upgrade of class of service are not collected.

Upgrade of class of service, at passenger choice, is possible both for whole route paid and for separate flight segments, if there are enough active points. Execution of upgrade of class of service is made by means of execution of new air ticket.

Validity periods of the personal account and bonus points accrued.

If Participant does not fly on flights of the NAC within 18 months from the date of his/her last actual flight enlisted, the account is cancelled.

Bonus points accrued are valid within 36 months from the date of flight for which they were added. If Participant of the Program did not use bonus points during their validity period, then such points are subject to annulment.

The cancelled account and its data are not restored.

Privileges for elite Participants-owners of cards of level "SILVER" and "GOLD".

Owners of cards of level "SILVER" and "GOLD" are given additional privileges, provided that there are active points on the current account of the Participant. Granting the additional privileges for owners of cards of level "SILVER" and "GOLD" is carried out according to Table No. 4.

Granting the exclusive services in Business lounge (CIP hall) is executed by means of MCO (Miscellaneous Charge Order), increasing free baggage allowance is executed by means of receipt of excess baggage.

If 250 000 status points and more have been accrued on account of the card of level "PREMIUM", then initial zero status account of level "SILVER" is opened for the Participant of the Program.

The number of active points on the account of the Participant, that are taken into account in accumulation of bonus points, is kept.

If 350.000 status points and more have been accrued on account of the card of level "SILVER", then initial zero account of level "GOLD" is opened for the Participant of the Program.

The aircompany reserves the right to change the privileges for holders of cards of level "SILVER" and "GOLD".

Rules and conditions of participation in family Program "UzAirPlus" - "Family".

Members of family of any Participant-owner of an individual card of levels "GOLD", "SILVER", "PREMIUM" (Owner) may take part in the loyalty program "UzAirPlus" at level "FAMILY".

Husband, wife, children not younger than 2 years but not older than 16 years are the members of family having the right of participation in the family program. Other relatives of the owner of the account do not have the right to participate in the Program.

For joining the family level of the Program "UzAirPlus" permanent Participant of the individual program of level "GOLD", "SILVER", "PREMIUM" must apply with application to the Service "UzAirPlus" or to representative offices of the NAC. Registration in family level is made on the basis of submitting the originals of passports, marriage certificates (or other document which is acknowledgement of official marriage), birth certificates of children or the certificate on guardianship by applicant. The family card "FAMILY" has one level. Privileges of the owner of individual card of levels "GOLD" and "SILVER" are not extended to the family's members.

Each Participant-owner of the individual card has the right to open no more than one family account, and the Participant, on whose name account is opened, is considered as the owner of the family account. In case of cancellation or closing the individual account of the Participant the family card is also subject to cancellation/closing.

Only the Owner of the account has the right to transfer any number of points from personal account of card of level "GOLD", "SILVER", "PREMIUM" to the account of level "FAMILY" for subsequent granting the bonus awards to any registered family's member. Transfer of points by other members of family from their personal cards (consolidation of accounts) to the account "FAMILY", as well as return of points to the account of the Owner of card is not permitted.

Availability of card "FAMILY" allows a personal participation of family's members in other individual levels of the Program. In such cases collection of points for air tickets used by the Owner or family's members, is made on Owner's choice to his/her individual account or to the account of level "FAMILY". Collection of points is made to the account which number was specified at issuing the air ticket (individual or family).

Order of granting bonus services to participants of family level of the Program "UzAirPlus".

Accumulation of bonus points at family level of participation.

All members of family who are participants of the Program have the right of accumulation of bonus points on the account of level "FAMILY".

Accumulation of bonus points on the account of level "FAMILY" is made by transfer of points from the individual account of the Owner of card, or by collection of bonus points for air tickets used by both the Owner of the account and members of his/her family which are participants of the Program. The number of bonus points is transferred from the individual account of the Owner to the account of level "FAMILY" with coefficient 0.75 according to zones in Table No. 2.

Since the moment when there are necessary number of points at card of level "FAMILY" (the Owner of the account of level "FAMILY" has transferred necessary number of points to account), the Owner of the account and family's members have the right to receive bonus ticket or bonus upgrade of class of service.

Execution of bonus award for family's members of the Participant of family level.

Bonus tickets or bonus upgrade of class of service are executed for participants of level "FAMILY" at the expense of bonus points accrued, taking into account necessary number of points according to Table No. 3.

Bonus air tickets for transportation of non-accompanied children are not executed.

Validity periods of bonus points.

Bonus points accrued are valid within 36 months from the date of flight for which they were added.

If family's members did not use bonus points during their validity periods, then such points are subject to cancellation.

When children – participants of level "Family" of the Program come of 16 years old, they must leave the Program.

If family's members do not fly on flights of the NAC within 18 months from the date of their last actual flight enlisted, the account is cancelled.

In case of cancellation or closing of the individual account of the Participant the family card is also subject to cancellation/closing.

The penalties applied to participants of the Program.

In case of transferring the card to other person for purpose of obtaining unfair privileges, the aircompany reserves the right for application of punitive measures by way of exclusion of Participant from the Program. In case of regular infringements of rules or numerous transfer of permanent plastic card to other persons for the purpose of obtaining unfair privileges, the aircompany reserves the right for application of punitive measures by way of exclusion of Participant from the members of the Program «UzAirPlus».

If Participant of the Program does not timely advise about change of passport data, the aircompany reserves the right not to collect bonus points for air tickets in which passport data specified differ from the passport data registered in the Program.

The Participant should make all reasonable and necessary measures for exception of possibility of non-authorized use of the Personal account, in particular, to provide safety of the PIN-code and the Card of the Participant and absence of access of the third parties to them.

The aircompany does not bear responsibility for damage of Participant of the Program caused by non-authorized access by the third parties to the Personal account of the Participant of the Program, with use of his/her PIN-code.

The aircompany reserves the right to cancel points of any Participant who has accrued points by illegal or fraudulent way.

If there are discrepancies in interpretation and application of "Rules of awarding the Participants of the Program «UzAirPlus» for frequent flying passengers, raised in connection with discrepancies of translation to other languages, then text of «Rules» in Russian is considered as the original.

In case of loss, theft, damage of bonus air ticket issued on the paper, the duplicate is not executed and points do not returned to the account of the Participant.