

## **Helicopter Tour Booking Policy**

The basis for concluding a service agreement is a non-refundable deposit of 20% of the tour price (but not less than USD 300) and confirmation of its receipt by the Company. After receiving the deposit, the Company will invoice you for the remaining portion of the tour price. This amount must be paid at least 45 days prior to the start of the tour (or at other times agreed between you and the Company). If you book travel services less than 45 days prior to the start of the trip, payment must be made in full and without delay, unless otherwise agreed with the Company. If you do not pay the remaining amount within the agreed time, the Company reserves the right to cancel the reservation or claim any unpaid sums.

### **Weather conditions**

In case of bad weather the day before the flight and the inability to reschedule the tour for another day, the full amount paid will be refunded, minus bank fees for processing the refund.

In case of a sudden change in weather during the flight or stay at Lake Urungach, the helicopter pilot will decide on an urgent return to Tashkent. In this case, no compensation will be provided. However, such force majeure is extremely unlikely, as Tashkent Airport carefully monitors the weather forecast for the entire tour route.

### **Flight delay**

Charges for flight delays caused by the Customer (late arrival of passengers, etc.), if the flight can still be completed, are calculated based on the total waiting time.

Cancellation of a flight due to late arrival of passengers at the airport or departure point will result in penalties imposed on the Customer in accordance with the “total waiting time.”

Total waiting time of the Carrier for the Customer’s passengers, i.e., time “on the ground,” is up to two (2) hours free of charge. Each subsequent hour “on the ground” shall be paid by the Customer in the amount of:

- up to and including 3 hours: Airbus H130/H125 - USD 130 per hour;
- from 3 to 8 hours inclusive: Airbus H130/H125 - USD 280 per hour;
- from 8 to 24 hours inclusive: Airbus H130/H125 - USD 560 per hour.

Waiting time on the ground of less than 30 minutes will be rounded up to 30 minutes, and from 31 minutes to a full hour (60 minutes).

If the flight is delayed by more than 15 minutes due to the fault of the Customer, the Customer shall pay a penalty of USD 415.

In the event of unplanned expenses due to force majeure circumstances, as well as helicopter landings at alternate airports for reasons beyond the control of the Customer

and the Carrier (weather conditions along the route or at landing airfields, etc.) or helicopter malfunctions through no fault of the Carrier, the flight costs shall be shared equally between the Customer and the Carrier.

### **Flight registration**

No later than one day before departure, the Customer is required to provide the passport details of all passengers. Passengers must arrive at the departure point in advance, without delay. When checking in at the airport, each passenger is required to have the original passport with them, the details of which were previously provided at the time of booking. Persons who have not completed pre-registration will not be allowed to fly.

### **Requirements for ensuring aviation security on board the aircraft**

*Uzbekistan Helicopters LLC*

Passengers on board the aircraft are required to:

- comply with the instructions of the aircraft commander or a crew member acting on their behalf to ensure the safety of the flight, the passengers, property, order, and the provision of services related to the performance of the air transportation contract;
- occupy the seat assigned in the aircraft cabin according to the boarding pass and, if necessary, in accordance with the instructions of a crew member, in order to ensure flight safety;
- place hand luggage in designated areas;
- fasten seat belts when the engine is started and keep them fastened until it is turned off.

Passengers on board the aircraft are prohibited from:

- using narcotic drugs, smoking tobacco products (including nasvai), or using electronic cigarettes;
- consuming alcoholic beverages;
- entering the crew cabin (if the aircraft design allows such a cabin);
- obstructing crew members in the performance of their duties or interfering with their actions;
- using electronic devices, means of communication, or taking photos or videos during taxiing, takeoff, and landing (video recording during flight using professional video and photo equipment is permitted after obtaining prior permission);

- removing or damaging aircraft property. All expenses related to undisciplined passengers shall be reimbursed by the Customer;
- disturbing public order or unreasonably disturbing other persons;
- using emergency rescue equipment without the appropriate instructions from the crew;
- changing seats without the permission or instructions of the crew.

### **Passenger rights**

- Passengers have the right to demand that the crew provide the services specified in the air transportation agreement.
- Passengers have the right to demand that crew members take action against other passengers whose behavior violates public order, unreasonably disturbs them or others, or threatens their dignity, property, health, or life, and may also appeal such actions by crew members.

### **List of dangerous substances and items prohibited for carriage on aircraft**

#### **I. Explosives, detonators, and items containing them**

- all types of gunpowder, in any packaging and in any quantity;
- any ammunition, combat cartridges (including small-caliber), cartridges for gas weapons, hunting caps (percussion caps);
- pyrotechnics: signal and flare rockets, signal cartridges, landing bombs, smoke bombs, fireworks, detonating matches, sparklers, railway firecrackers;
- TNT, dynamite, ammonal, and other explosives;
- detonator caps, electric detonators, electric igniters, detonating and fuse cord, plastic explosives\*, etc.

#### **II. Compressed and liquefied gases**

- gases for domestic use (butane-propane) and other gases;
- gas cylinders filled with nerve agents and tear gas.

#### **III. Flammable liquids**

- acetone, gasoline, samples of flammable petroleum products, methanol, methyl acetate (methyl ether), carbon disulfide, ethers, and other flammable liquids.

#### **IV. Flammable solids**

- substances that, when exposed to water, release heat and flammable gases, causing spontaneous combustion and fire: potassium, sodium, metallic calcium and their alloys, calcium phosphate, white, yellow, and red phosphorus, and other flammable solids.

#### **V. Oxidizers and organic peroxides**

- colloidal nitrocellulose in granules or flakes, dry or wet, containing less than 25% water or solvent;
- colloidal nitrocellulose in pieces, wet, containing less than 25% alcohol;
- dry or wet nitrocellulose containing less than 30% solvent or 20% water.

#### **VI. Poisonous and toxic substances**

- poisonous, potent, and toxic substances in liquid or solid form, packaged in any container, including brucine, nicotine, strychnine, tetrahydrofurfuryl alcohol, antifreeze, brake fluid, ethylene glycol, mercury, all salts of hydrocyanic acid, and cyanide preparations;
- cyclon, cyanogen, arsenic anhydride, and other highly toxic substances;
- chemicals, gases, and aerosols that incapacitate, such as pepper spray, tear gas, acid aerosols, and animal repellent aerosols.

#### **VII. Corrosive and caustic substances**

- strong inorganic acids (hydrochloric, sulfuric, nitric, etc.);
- hydrofluoric acid and other strong acids, as well as caustic substances.

#### **VIII. Firearms, gas, pneumatic, cold, and mechanical weapons of all types**

- pistols, revolvers, rifles, carbines, and other firearms;
- gas and pneumatic weapons;
- toy guns\*\*, replicas and imitations of firearms that can be mistaken for real ones;
- parts of firearms;
- pneumatic weapons powered by compressed air or carbon dioxide (CO<sub>2</sub>), including pistols and pellet guns;
- stun guns and their imitations;
- crossbows, spearguns, bayonets, bayonet knives.

#### **IX. Devices designed for temporary incapacitation or immobilization**

- devices for delivering a paralyzing blow, such as stun guns (tasers), stun batons, and devices for stunning or killing animals.

#### **X. Items prohibited in the cabin of an aircraft**

- items with pointed ends or sharp edges that can cause serious bodily injury: axes, cutters, butcher knives, ice picks, knives, scissors, martial arts weapons, sabers, and swords;
- safety matches for personal use, thermo matches, hunter's matches;
- lighters of any type containing unabsorbed liquid fuel or liquefied gas, as well as lighter fuel and refill cartridges.

#### **XI. Work tools**

- tools that can be used to cause serious bodily injury or pose a threat to aircraft safety, such as crowbars, drills (including portable battery-powered drills), screwdrivers, chisels, saws (including portable battery-powered saws), blowtorches, fastening guns, and nail guns.

#### **XII. Blunt objects**

- baseball and softball bats;
- police batons (short, long, or illuminated);
- martial arts weapons.

*\* Some cartridges may be accepted for carriage in checked baggage subject to the conditions specified in section 1.1.2 of chapter 1 of part 8 of the Technical Instructions for the Safe Transport of Dangerous Goods by Air (ICAO DOC 9284).*

*\*\* Toy guns may only be transported as checked baggage. A detailed list of dangerous substances and items prohibited for carriage by passengers on civil aircraft is contained in the Technical Instructions for the Safe Transport of Dangerous Goods by Air (ICAO DOC 9284).*