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Conditions of Carriage – Tez Jet LLC

These Conditions of Carriage (“COC”) set out the terms and conditions under which Tez Jet LLC (“TezJet”, “we”, “our”, or “us”) agrees to provide air carriage to passengers (“you” or “your”). These Conditions form part of the legally binding contract between TezJet and passengers, and are consistent with applicable Kyrgyz Republic aviation laws, the Montreal Convention (1999), and industry best practices. Where local laws or international conventions impose mandatory provisions, those provisions shall prevail.

1. DEFINITIONS

“Applicable Fares”: Fares published by or on behalf of Tez Jet LLC, or if not published, constructed in accordance with Tez Jet LLC regulations.

“Add-on Services”: Additional services offered by Tez Jet LLC to passengers on a chargeable basis.

“Agreed Stopping Places”: Places, except the place of departure and the place of destination, set forth in the ticket or shown in Tez Jet LLC timetables as scheduled stopping points on the passenger’s route.

“Baggage”: The passenger’s personal property carried in connection with the trip. Unless otherwise specified, it consists of both checked-in baggage and hand baggage.

“Baggage Check”: The tag or receipt issued by Tez Jet LLC to a passenger relating to the carriage of the passenger’s checked-in baggage and/or affixed to the boarding pass.

“Baggage Identification Tag”: A document issued solely for identification of checked-in baggage, attached to each piece of checked-in baggage.

“Checked-In Baggage”: Baggage carried by Tez Jet LLC for a passenger for which a baggage tag has been issued. Checked-in baggage cannot be carried as hand baggage.

“Child/Children”: A child over the age of 2 (two) years and under the age of 12 (twelve) years, as of the date of travel of the onward and return journey (if any, under the same PNR).

“Codeshare Flight”: A flight operated by a codeshare partner pursuant to a codeshare agreement with Tez Jet LLC, where Tez Jet LLC acts as a marketing carrier.

“Carriage”: Carriage of passengers and/or baggage by air.

“Conditions of Carriage”: The conditions forming a legally binding contract of carriage between Tez Jet LLC and a passenger, available on the website and incorporated by reference in the passenger’s itinerary. These conditions are subject to change in accordance with applicable laws or at Tez Jet LLC’s sole discretion.

“Connected Segments”: Two or more flight segments connected by Tez Jet LLC under a common PNR (e.g., Bishkek-Almaty-Dubai, where Bishkek is departure, Almaty is the connection, and Dubai is the final destination).

“Confirmed Booking”: A booking confirmed by Tez Jet LLC upon receipt of full payment and issuance of a valid confirmation number, PNR, or E-Ticket by Tez Jet LLC or its authorized travel agent.

“Convention”: The applicable international conventions regulating liability for international carriage by air, including:

- Warsaw Convention (1929),
- Warsaw Convention amended at The Hague (1955),
- Warsaw Convention with Montreal Protocols 1 and 4,
- Montreal Convention (1999), as applicable to carriage to/from Kyrgyzstan.

“Credit Shell”: A credit note issued by Tez Jet LLC to a passenger for adjustments to services in accordance with these Conditions of Carriage.

“Currency”: The currency in which fares and charges are payable to Tez Jet LLC.

“Collection & Delivery of Baggage”: Passengers shall collect their baggage as soon as it is available at the place of destination or agreed stopping place. Tez Jet LLC shall not be liable for baggage uncollected beyond a reasonable period.

“Convenience Fee”: A non-refundable fee per person per flight for payments made online or via cards, collected to maintain and operate the online booking system.

“Change without notice”: Except as required by law, regulations, or government orders, Tez Jet LLC reserves the right to change its regulations and conditions of carriage without prior notice; provided that such changes do not affect carriage after it has commenced.

“Damage”: Death, bodily injury, loss, or damage to checked-in baggage arising out of or in connection with carriage or incidental services by Tez Jet LLC.

“Days”: Calendar days, including all seven days of the week. The day of notice dispatch or ticket issuance is excluded where relevant.

“Denied Boarding”: Refusal to carry a passenger holding a confirmed ticket despite presenting themselves for check-in/boarding, except for health, safety, security, or documentation reasons.

“Electronic Cigarette or E-Cigarette”: Any device that heats a substance with or without nicotine for inhalation, including ENDS, heated tobacco products, e-hookahs, or similar devices.

“Emergency Exit Seats”: Seats located in the emergency exit rows of an aircraft.

“E-Ticket”: A document issued by Tez Jet LLC or its agents evidencing a confirmed booking in the database.

“Excess Baggage”: Any baggage exceeding the weight, size, or quantity limits specified by Tez Jet LLC, for which additional charges apply.

“Fit to Fly Certificate”: A certificate issued by a qualified medical practitioner confirming a passenger is medically fit to fly.

“Flight Segment”: A single Tez Jet LLC flight from the point of departure to the point of arrival.

“Force Majeure”: Unusual or unforeseeable circumstances beyond Tez Jet LLC’s control, including natural disasters, political instability, pandemics, strikes, labor disputes, technical failures, air traffic control delays, or government directives, which affect scheduled operations.

“Gate No-Show”: A passenger who has checked in within the stipulated time but fails to report at the boarding gate before departure.

“Hand-Baggage”: Any baggage permitted to be carried in the cabin, other than checked-in baggage.

“Infant”: A child over 7 (seven) days and under 2 (two) years of age as of the travel date, usually not allocated a separate seat unless purchased.

“Invoice”: An invoice issued by Tez Jet LLC to a passenger for bookings or services, in accordance with regulations.

“Itinerary”: A document issued by Tez Jet LLC containing passenger name, flight information, booking reference, fare breakup, and links to conditions of carriage.

“Liability for Damage”: Tez Jet LLC is subject to liability rules and limitations established by applicable conventions and Kyrgyz law.

“No-Show”: A passenger who fails to check-in or cancel at least 3 hours prior to departure.

“No-Show Charges”: The portion of the fare retained by Tez Jet LLC in case of no-show, after airport charges.

“On-Hold Booking”: A provisional booking held until payment is received within the period indicated. If payment is not made, the booking is cancelled.

“Passengers”: Any person, excluding crew members, carried or to be carried by Tez Jet LLC.

“PNR”: Passenger Name Record, a unique booking reference identifying a passenger’s reservation.

“Point of Sale”: All channels through which bookings can be made, including website, mobile app, call center, airport counters, and authorized travel agents.

“Promotional Airfare”: Fares lower than standard tariffs, offered under promotional schemes.

“Passenger with Reduced Mobility (PRM)”: Any person whose mobility is reduced due to disability, age, illness, or other causes, requiring special assistance.

“Refusal of Carriage”: Refusal to carry a passenger for safety, security, documentation, or conduct reasons.

“Regulatory Authority”: Any government, statutory, or quasi-judicial authority within the purview of applicable laws.

“Routing”: The route applied to published fares, unless otherwise specified in Tez Jet LLC regulations.

“Sector”: One or more consecutive flight segments under the same flight number.

“Self-Offloading”: Voluntary disembarkation of a passenger after boarding.

“Special Baggage”: Baggage not conforming to standard baggage rules, including fragile, perishable, or oversized items.

“Stopover”: A scheduled stop during a passenger’s journey, not exceeding 12 hours, at a point between the place of departure and the place of destination.

“SDR”: Special Drawing Rights as defined by the International Monetary Fund. Liability limits under the Montreal Convention are expressed in SDRs.

“Tariff”: The determined and published fare, inclusive of applicable taxes, fees, and charges.

“Tariff Types”: Various fare categories, including regular, promotional, student, senior citizen, armed forces, corporate, and group fares.

“Travel Agents”: Independent third-party agencies making bookings on behalf of passengers.

“Ticket not transferable”: Tickets are non-transferable.

“Unconnected Segments”: Two or more segments under a common PNR that are not connected by Tez Jet LLC.

“Overbooking”: The sale of more tickets than available seats, subject to applicable laws and compensation rules.

“You/Your/Yourself/Passenger/Guest/Customer”: Any person holding a ticket, excluding crew.

“We/Our/Ourselves/Us/Carrier/TezJet/K9/TEZ”: Tez Jet LLC.

“Website”: The official Tez Jet LLC website for bookings and information.

2. APPLICABILITY

2.1. General

Except as provided in clause 2.3, these Conditions of Carriage apply to all flights or flight segments where Tez Jet LLC, or our Airline Designator Code “K9,” is shown as the carrier on the ticket, and in any case where Tez Jet LLC has legal liability to the passenger in relation to the flight.

2.2. Codeshare

A codeshare flight is a flight operated by a carrier other than the carrier whose identifying code is shown on the ticket, and which is sold under an agreement with that carrier using Tez Jet LLC’s flight designator codes and flight numbers.

Passengers should note that if a flight is operated by a Tez Jet LLC codeshare partner, the operating carrier’s contractual conditions may differ from these Conditions of Carriage. Codeshare flights will be indicated with a “*” during flight selection.

2.3. Terms & Conditions for Code Share Flight

If a flight is operated by a Tez Jet LLC codeshare partner (the operating carrier) rather than the marketing carrier (Tez Jet LLC), the operating carrier’s Conditions of Carriage will apply. In the event of any differences between the operating carrier’s Conditions of Carriage and these Conditions of Carriage, the operating carrier’s conditions will take precedence.

Passengers should review the operating carrier’s Conditions of Carriage on the operating carrier’s website, particularly regarding:

- Check-in timelines and boarding procedures
- Travel of unaccompanied minors
- Passengers requiring medical assistance
- Infants and pregnant passengers
- Carriage of animals and oxygen tanks
- Refusal of boarding or admission on-board
- Irregular operations and denied boarding
- Baggage collection, free baggage allowance, and liability limits
- Wheelchair assistance, lounge access, and frequent flyer program accrual

If a booking includes flights operated by multiple carriers, the operating carrier will be identified at the time of booking. If the operating carrier is unknown at the time of booking,

or if changes occur after booking, Tez Jet LLC or the travel agent will notify the passenger once the operating carrier is confirmed.

For bookings made through channels not under direct control of Tez Jet LLC (e.g., third-party travel agencies or other websites), the travel agents or website operators executing the booking are responsible for informing the passenger of the identity of the operating carrier and any subsequent changes. Passengers must provide accurate contact details at the time of booking to facilitate such notifications.

2.4. Overriding Law

These Conditions of Carriage govern the booking, except to the extent they are inconsistent with applicable tariffs or laws. In such cases, applicable tariffs or laws will prevail. If any part of these Conditions of Carriage is found to be invalid, illegal, or unenforceable, it will be read down or modified to the minimum extent necessary to make it valid. If this is not possible, that part will be severed, and the remaining Conditions of Carriage will continue to apply.

2.5. Conditions Prevail over Regulations

If these Conditions of Carriage conflict with any Tez Jet LLC regulations, these Conditions of Carriage will prevail. If part of any regulation is invalidated as a result, the remainder of the regulation will continue to apply.

3. BOOKINGS

3.1. General Provisions

A Booking constitutes **prima facie evidence of the contract of carriage** (except in the case of an On-Hold Booking) between Tez Jet LLC and the passenger named in the Booking as recorded in Tez Jet LLC's database.

Tez Jet LLC will provide carriage only to persons who:

- Possess a valid flight ticket (including the necessary flight coupons, if applicable).
- Are named as the passenger on the ticket.
- Produce valid identification matching the name on the ticket.

Except for passengers with an Electronic Ticket, a passenger is not entitled to travel unless presenting a valid ticket containing:

- A flight coupon for the relevant flight.
- All other unused flight coupons.
- The passenger coupon.

Tez Jet LLC operates as a **ticket-less airline**. It provides a printable itinerary with a PNR and booking details. An itinerary is **not a document of carriage**. The Booking in Tez Jet LLC's database is the primary record of carriage, and in the event of any discrepancy between the itinerary and the database, the Booking and its terms shall prevail.

Passengers agree to abide by the **terms and conditions referenced at the time of booking** as specified by Tez Jet LLC.

Bookings may be made through the following points of sale:

- Tez Jet LLC Website – www.flytezjet.com
- Contact center / call center
- Airport counters or other specially designated ticket sales points by Tez Jet LLC
- Authorized Travel Agents, Travel Partners, Corporate units, Online Travel Agents (OTAs), or Global Distribution Systems (GDS) approved by Tez Jet LLC

Some tickets are sold at **special or promotional fares**, which may be completely non-refundable. Passengers are encouraged to obtain appropriate travel insurance to cover circumstances where they are unable to use such tickets.

All tickets remain the **property of Tez Jet LLC** at all times and are **non-transferable**. Tez Jet LLC may refuse carriage if a person other than the passenger named on the ticket attempts to travel.

3.2. Period of Validity

Unless otherwise stated on the ticket, in these Conditions of Carriage, or in applicable tariffs, a ticket is valid for:

- **One year from the date of issue**, or
- **One year from the date of first travel**, provided that the first flight occurs within one year of issue.

If a passenger is unable to travel within the validity period due to Tez Jet LLC being unable to confirm a reservation, Tez Jet LLC's liability is limited to:

- Extending the validity of the ticket, or
- Offering a voluntary refund under this Conditions of Carriage.

In the event of the death of a passenger en route, Tez Jet LLC may, at its sole discretion, modify tickets of accompanying passengers by waiving minimum stay requirements or extending ticket validity for up to 30 days.

3.3. Changes & Cancellations

For **Confirmed Bookings**, tickets are refundable upon cancellation, subject to Tez Jet LLC's rules and applicable fees.

- The **cancellation fee** will be deducted from the total fare. The balance is refundable (excluding Convenience Fee and any Special Service Requests such as prepaid baggage, seat selection, or special meals), or applied to a changed booking.

- **Name changes** are generally not permitted. Minor spelling corrections may be allowed upon verification with valid ID, at Tez Jet LLC's discretion. Fees may apply.
- For **rebooking or rerouting**, the residual value after applicable fees will be applied to the new itinerary. Any difference in fare must be paid by the passenger.

In case the Passenger desires refund against the residual value after deduction of the applicable fee, the same will be made available as per the following:

- Credit/Debit card bookings (online, call center, airport counters): refunds processed back to the card within **15 working days**.
- Net Banking bookings on the website: refunds processed to the same bank account within **15 working days**.
- Travel Partner / OTA bookings: refunds to be claimed from the respective partner or portal.
- Cash bookings at airport: passengers must provide bank details for refunds.
- American Express cards: refunds may take **21–25 working days**.

All bookings and refunds are **non-transferable** and will only be issued to the passenger named on the booking.

Promotional fares offered by Tez Jet LLC may be **non-refundable, non-transferable, and may not allow date changes**.

3.4. Our Name & Address on Ticket

Our name may be abbreviated to "K9" airline designator code in the ticket. Our address is "Tez Jet LLC, Bld. 49A, Fuchik Str., Pervomay District, Bishkek City, Kyrgyz Republic - 720080"

4. FARES, TAXES, FEES, CHARGES & CURRENCY

4.1. Fares

The fare paid for a passenger's ticket covers carriage of the passenger and their baggage from the airport of departure to the airport of destination, via any specified stopovers, at the dates and times indicated in the ticket, unless expressly stated otherwise. The fare does not include ground transport between airports or between airports and town terminals unless explicitly stated.

Fares are calculated in accordance with Tez Jet LLC's published Tariffs applicable on the date payment is made. Fare components may change at any time without prior notice. Any modification to a booking (including changes in dates of travel) may result in a reassessment of the applicable Tariff. All bookings remain subject to these Conditions of Carriage.

Tez Jet LLC will clearly display on the point of sale (website, mobile app) the total price payable by the passenger and an itemized breakdown showing at minimum: base fare, taxes, known third-party charges, surcharges (e.g., fuel or exceptional circumstances

surcharges where applicable), and any convenience or booking fees. Passenger payable price in the booking flow is the price the passenger is required to pay to confirm the Booking, subject to any post-booking lawfully imposed taxes or fees as set out below.

Tez Jet LLC may offer fares on a one-way basis or as round-trip packages where required by the Tariff. Promotional fares may carry additional limitations (non-refundable, no date change, non-transferable) which must be displayed at the time of booking.

4.2. Taxes, Fares & Charges

At booking the amount of applicable taxes, fees and charges due and collected is calculated as at the date of booking. If, after booking, any tax/fee/charge is increased or newly imposed by a Regulatory Authority, Tez Jet LLC may pass the increase to the passenger to the extent permitted by law. If any tax/fee/charge is reduced or abolished after booking, any refund entitlement will be governed by the applicable law and the authority imposing the tax/fee; Tez Jet LLC will comply with law and administrative practice in processing any refund.

Certain airport taxes, passenger service charges or other local levies may be **payable at the airport locally** and may not be included in quoted fares. Passengers should verify local departure/arrival charges for their itinerary prior to travel.

Where a ticket has been issued by an Authorized Agent who omitted to collect applicable taxes/fees, the passenger must pay any outstanding amounts prior to departure.

Tez Jet LLC may also offer certain other services to Passengers, from time to time, for which certain additional Fees may be charged by Tez Jet LLC.

Taxes, fees and charges collected are remitted in accordance with applicable Kyrgyz tax and aviation law and the rules of the relevant collection authority.

4.3. Exceptional Circumstances Surcharges

In exceptional circumstances (for example, sudden third-party charges, additional security measures, or large increases in fuel cost) Tez Jet LLC may be required to recover from passengers, as a surcharge, reasonable additional amounts attributable to passenger carriage, to the extent permitted by applicable law. Any such surcharge will be shown separately and clearly in the booking and on the ticket where feasible. Tez Jet LLC will apply such surcharges only in accordance with applicable law and customary industry practice.

4.4. Currency

Payment for fares, taxes, fees and surcharges shall be made in the currency of the country where carriage commences, unless Tez Jet LLC or its Authorized Agent specifies otherwise. At its discretion Tez Jet LLC may accept another currency. Where a payment is accepted in a currency other than the currency of sale, Tez Jet LLC will apply the exchange rate used by Tez Jet LLC or its payment processor at the time of capture; the passenger may be responsible for any conversion or bank/card issuer fees.

Where a payment method results in an additional surcharge (for example certain card schemes or alternative payment methods), any such surcharge will be disclosed to the passenger. Tez Jet LLC will comply with applicable Kyrgyz consumer protection and payment system rules in the application of any payment surcharges.

Where refunds are required (as per this condition of carriage), any currency conversion or card-scheme timing differences that affect the refunded amount are the normal consequence of the payment and banking systems; Tez Jet LLC will process refunds to the original form of payment in accordance with its refund procedures and applicable law.

4.5. Interline, Codeshare and Third Party Charges

If a Booking includes segments operated by other carriers, or if third-party suppliers (airports, ground handlers or government agencies) impose charges, these may be separately itemised and recovered from the passenger in accordance with the applicable operating carrier's rules and the collection authority's rules.

4.6. Billing Errors, Disputes & Corrections

If a passenger believes an incorrect fare, tax or surcharge has been applied, they must notify Tez Jet LLC customer service promptly. Tez Jet LLC will investigate and correct any proven error in accordance with applicable procedures and law.

5. RESERVATIONS

5.1. Reservation Requirements

Certain fares carry conditions which limit or exclude the Passenger's right to change or cancel reservations. These conditions will be disclosed at the time of booking.

At the time of reservation, the Passenger must provide Tez Jet LLC or its Authorized Agent with valid contact details (mobile number and email address). This enables Tez Jet LLC to notify the Passenger of any changes to the booked flight. Failure to provide accurate contact details may result in the Passenger not receiving important updates.

If a Passenger has a medical condition, reduced mobility, or other circumstances that may require medical or special assistance during embarkation, disembarkation or on board (see also Clause 7 — Special Assistance Policy):

- The Passenger must inform Tez Jet LLC at the time of booking.
- The booking may initially be logged as provisional.
- Confirmation will be provided once the Passenger has supplied the required medical clearance and complied with all attached conditions.

5.2. Fare Payment Requirement

Tez Jet LLC will cancel a reservation if the applicable fare (including all taxes, fees, charges and surcharges) is not paid in full before the ticketing time limit specified by Tez Jet LLC or its Authorized Agent.

5.3. Personal Data

The Passenger acknowledges that personal data provided to Tez Jet LLC for the purpose of making a Booking may be used to:

- Complete the reservation and issue the ticket;
- Provide associated services (including ancillary products, ground handling, catering, etc.);
- Comply with regulatory requirements including border control, security, and government-mandated Advance Passenger Information (API);
- Conduct fraud prevention, payment verification, and identity checks;
- Improve customer service and passenger experience;
- Communicate operational updates, account information, or promotional offers (subject to applicable law).

The Passenger consents to such processing and to the transfer of data to Tez Jet LLC's service partners, regulators, or government agencies as required by law. Data will be processed and stored in accordance with Kyrgyz Republic data protection legislation and applicable international standards.

5.4. Seating

Advance seat selection may be offered and may be subject to an additional charge. Please refer to Tez Jet LLC's published seating policy for applicable rates.

Tez Jet LLC will make reasonable efforts to honour advance seating requests; however, seating remains at the sole discretion of the airline and may be reassigned at any time, including after boarding, for operational, safety, regulatory, health, or security reasons.

Emergency Exit Rows: These seats may only be assigned to Passengers who meet all of the following requirements:

- Aged 15 years or older on the date of travel;
- Physically able and willing to assist in an emergency;
- Not pregnant;
- Not suffering from any illness, injury, or temporary condition that may affect mobility;
- Capable of: (a) locating and identifying the exit; (b) understanding the opening mechanism; (c) following crew instructions, whether oral or by hand signals;
- Not travelling with an infant or dependent requiring assistance.

Tez Jet LLC reserves the right to reassign emergency exit seats if these conditions are not met.

5.5. Denied Boarding and Overbooking

5.5.1 General

Tez Jet LLC, in line with accepted international airline practice, may overbook flights to account for potential no-shows. In rare cases, this may result in more confirmed passengers presenting themselves for boarding than there are available seats.

5.5.2 Volunteers

In the event of overbooking, Tez Jet LLC will first seek volunteers willing to give up their confirmed reservation in exchange for agreed benefits (such as re-routing, travel credit, or other arrangements).

5.5.3 Involuntary Denied Boarding

If there are insufficient volunteers, Tez Jet LLC may deny boarding to passengers on an involuntary basis. Priority for boarding will be determined in accordance with Tez Jet LLC's operational and commercial policies, while giving due consideration to:

- passengers with reduced mobility and those accompanying them,
- unaccompanied minors, and
- other passengers requiring special assistance.

5.5.4 Passenger Rights

Where a passenger is denied boarding against their will due to overbooking, Tez Jet LLC will offer the passenger one of the following options, at their choice:

(a) Re-routing: Transportation on the next available Tez Jet LLC flight to the same destination at no additional cost, or transportation on an alternative route to the destination at the earliest opportunity.

(b) Refund: A refund of the fare paid for the unused portion of the ticket, in accordance with Clause 10 (Refunds).

(c) Travel Credit: At the passenger's request, retention of the fare in a credit account for use on future travel within a specified validity period.

5.5.5 Care During Delay

If re-routing involves a significant delay, Tez Jet LLC will, to the extent required under Kyrgyz law and industry practice, provide passengers with:

- reasonable meals and refreshments in relation to waiting time,

- hotel accommodation and ground transport between the airport and accommodation if an overnight stay is necessary,
- reasonable means of communication (such as telephone calls or emails).

5.5.6 Exclusions

The rights in this Clause do not apply if a passenger is denied boarding for reasons permitted under Clause 8 (Refusal and Limitation of Carriage), including but not limited to safety, security, health, or failure to comply with applicable requirements.

5.5.7 Legal Basis

This Clause shall be interpreted and applied in accordance with the **Civil Aviation Code of the Kyrgyz Republic** and the **Montreal Convention 1999**, as applicable.

6. CHECK-IN & BOARDING

6.1. Check-In

In addition to other applicable requirements of the respective airports, a Passenger will not be allowed to board a Tez Jet LLC flight unless the Passenger presents a valid Itinerary (either a print or screenshot of the Itinerary on his/her mobile/tablet/computer), duly issued in accordance with these Conditions of Carriage.

All Passengers, including those accompanied by Infants or Children, must present any valid identification document set out in these Conditions of Carriage, in original, at the time of check-in.

Passengers who fail to produce any of the above-mentioned documents during the check-in process will be denied boarding by Tez Jet LLC, and Tez Jet LLC shall not be held liable for such denial or any other consequence resulting therefrom.

Tez Jet LLC recommends that Passengers report for check-in at Tez Jet LLC counters at least two (2) hours prior to the departure of any domestic flight and at least three (3) hours prior to the departure of any international flight. A Passenger's journey will be smoother if the Passenger has ample time to comply with check-in requirements.

Failure to check-in for a flight at least sixty (60) minutes or any other time period prescribed by Tez Jet LLC prior to the flight's scheduled departure will result in the Passenger being declared a "No-Show," and Tez Jet LLC shall retain the applicable No-Show Charges. In such cases, the Passenger will not be entitled to a refund or a Credit Shell, except for a refund of Airport Charges collected by Tez Jet LLC, which shall only be made if specifically requested by the Passenger.

In case of a Booking involving two (2) or more Sectors under different PNRs, it is the Passenger's responsibility to ensure that there is sufficient time between two flights. Carriage may involve certain unavoidable circumstances or factors including a change of

aircraft, flight delays or cancellations, issues relating to Checked-in Baggage, operational issues, or change of carriers at a Stopover.

If a Passenger misses a connecting flight due to such circumstances or factors in a preceding Flight Segment, Tez Jet LLC shall not be liable for such missed connection in any manner whatsoever.

6.2. Web Check - in

Passengers may complete web check-in on the Website up to three (3) hours prior to the scheduled departure of their flights.

It shall be the Passenger's duty to ensure that Checked-in Baggage is properly tagged with a Baggage Identification Tag at least sixty (60) minutes prior to the scheduled time of departure. Failure to do so will result in the Passenger being declared a "No-Show," with Tez Jet LLC retaining the applicable No-Show Charges.

For web check-in, the Passenger is required to produce (in original) any of the documents set out in these Conditions of Carriage evidencing the Passenger's identity, at the boarding gate, for verification.

Once a Passenger has completed web check-in, no refund or Credit Shell will be permitted in the event of cancellation, no-show, or failure to board the flight, except for a refund of Airport Charges (if specifically requested within 24 hours of flight departure).

Tez Jet LLC reserves the right to deny boarding to any Passenger who fails to comply with the check-in requirements and prescribed timelines.

6.3. Boarding

For Passengers who check-in through kiosks at the airports, identification checks will be carried out at the boarding gate by Tez Jet LLC staff. Passengers will be required to produce any of the documents set out in these Conditions of Carriage. Failure to produce such documents will result in denial of boarding, and Tez Jet LLC shall not be held liable for any consequences arising therefrom.

To avoid delays, boarding gates will be closed twenty-five (25) minutes prior to departure. Passengers must be present at the boarding gate no later than the time specified at check-in or as announced at the airport. Mere check-in or issuance of a boarding pass does not guarantee boarding.

Passengers must comply with all requirements and timelines regarding boarding as set out in these Conditions of Carriage.

Announcements may only be made in the event of a change of boarding gate or boarding schedule and may be made orally through airport sound systems or displayed on digital screens by the airport authorities.

Tez Jet LLC is under no obligation to make boarding announcements at airports designated as “silent airports,” and it is the Passenger’s responsibility to monitor the airport flight information display systems for current boarding status and gate information.

Passengers acknowledge that Tez Jet LLC staff are not obligated to reach out individually to Passengers who fail to be present at the boarding gate as required.

Tez Jet LLC is not liable to any Passenger who fails to report at the boarding gate for any reason whatsoever. Any Passenger failing to report within the aforesaid timelines shall be treated as a “Gate No-Show.”

6.4. Failure to Comply

Tez Jet LLC shall not be liable to any Passenger for any damage, liability, loss, delay, or expense incurred due to failure to comply with the provisions of this Clause 6.

For clarity, once a Passenger has completed web check-in, **no refund or Credit Shell shall be available in case of a no-show, gate no-show, cancellation, or failure to board.**

7. REFUSAL & LIMITATION OF CARRIAGE

7.1. Refusal of Carriage

Tez Jet LLC has the right, at its absolute discretion, to refuse to carry a Passenger or their Baggage on any flight (even if the Passenger holds a valid Ticket and Boarding Pass) if one or more of the following events has occurred or Tez Jet LLC reasonably believes may occur:

- Refusal is necessary to comply with applicable laws, regulations, orders, or government policies.
- The Passenger commits, or is reasonably suspected of committing, a criminal offence before boarding or once on board.
- The Passenger fails to observe safety or security instructions of ground staff or crew, or obstructs/hinders their duties.
- The Passenger uses threatening, abusive, insulting, or indecent language or behaves in such a manner towards any person, including staff, crew, or other Passengers.
- **The Passenger’s Baggage:**
 - Endangers or may endanger the safety, health, or security of the aircraft, persons, or property; or
 - Adversely affects the comfort of other Passengers.
- The Passenger is intoxicated, under the influence of drugs or alcohol, or their physical/mental state:
 - Poses a hazard to safety, order, or comfort, or
 - Causes substantial annoyance or discomfort to others.
- The Passenger refuses security checks or fails to provide satisfactory answers to security questions.

- The Passenger tampers with or removes any security seals.
- The Passenger makes or attempts to make a bomb threat, hijack threat, or other security threat.
- The Passenger has not paid in full the applicable Fare, Taxes, Charges, or Surcharges for carriage.
- The Passenger:
 - Does not meet visa/entry requirements;
 - Does not have valid travel documents;
 - Destroys travel documents between check-in and boarding;
 - Refuses to allow Tez Jet LLC to copy travel documents; or
 - Refuses to surrender documents to the crew against receipt, when lawfully required.
- Immigration or other authorities inform Tez Jet LLC that the Passenger will not be permitted entry, even with valid documents.
- The Passenger provides false, misleading, or incomplete information to government authorities.
- The Passenger presents a Ticket that has been:
 - Acquired illegally, forged, or falsified;
 - Altered without authority;
 - Purchased from an unauthorized source;
 - Reported lost, stolen, or mutilated; or
 - Used fraudulently by someone other than the person named.
- The Passenger is reasonably suspected of unlawful possession of narcotics or controlled substances.
- The Passenger is subject to legal restrictions (e.g., court order, bail condition) prohibiting travel.
- The Passenger has previously behaved in an unruly or prohibited manner on a Tez Jet LLC flight or another airline, and repetition is reasonably suspected.
- The Passenger has been notified in writing by Tez Jet LLC that carriage will not be permitted.
- The Passenger has failed to pay for goods or services previously purchased.

No Refund on Refusal:

If carriage is refused to a Passenger under this Clause 7, whether before boarding or after boarding but prior to departure, the Passenger shall not be entitled to any refund of the Ticket, Fare, Charges, or Fees under Kyrgyz law.

7.2. Reimbursement of Cost

The Passenger shall reimburse Tez Jet LLC for any costs, losses, damages, or expenses incurred as a result of the Passenger's actions, including but not limited to:

- Repair or replacement of property lost, damaged, or destroyed by the Passenger.
- Compensation, reimbursement, or damages paid to other Passengers or third parties.
- Fines, penalties, or expenses imposed on Tez Jet LLC by government authorities.
- Costs incurred in delaying, diverting, or returning the aircraft for removal of the Passenger or their Baggage.

Tez Jet LLC may apply the value of any unused Ticket, funds in its possession, or any future travel credits towards recovery of such costs.

7.3. Blacklisted and Deported Passengers

7.3.1. Refusal of Carriage – Blacklisted Passengers

Tez Jet LLC may, at its reasonable discretion, refuse to carry any passenger who is blacklisted by TezJet, any airport authority, or governmental/security authority.

In such cases, the passenger's ticket shall have no refund value, and TezJet shall have no liability for any loss or damage arising therefrom.

7.3.2. Deported Passengers

If a passenger is refused entry or deported by immigration or other competent authorities, the ticket shall be considered fully used, and no refund will be made for any portion of the ticket.

The passenger shall be responsible for all costs, charges, fines, and expenses imposed on Tez Jet LLC as a result of deportation, including but not limited to:

- return or onward transportation costs,
- accommodation or subsistence costs,
- administrative handling charges, and
- any government-imposed fines or penalties.

Tez Jet LLC reserves the right to recover such amounts from the passenger directly, from the passenger's sponsor, or from the issuing travel agent, and may deny further carriage until such amounts are settled.

7.3.3. Passenger's Responsibility

The passenger is solely responsible for ensuring compliance with all immigration, customs, health, and travel document requirements of the countries to be flown from, into, or through.

Tez Jet LLC shall not be liable for any consequences, losses, or damages suffered by the passenger due to failure to comply with such requirements.

7.4. Special Assistance

Please refer to Tez Jet LLC's Special/Disability Policy for requirements relating to passengers requiring assistance, including those with disabilities, unaccompanied minors, pregnant women, and infants.

7.5. Passenger Reimbursement of Medical Expenses

If a Passenger becomes ill during a flight due to:

- A pre-existing condition (whether known or unknown), or
- Pregnancy-related complications,

the Passenger shall reimburse Tez Jet LLC for:

- Medical treatment provided on board;
- Ground transportation for treatment;
- Third-party treatment expenses paid by Tez Jet LLC;
- Costs incurred due to aircraft diversion.

Tez Jet LLC may apply the value of any unused Ticket, credits, or funds in its possession towards payment.

7.6. Carriage of Unaccompanied Minor

Please refer our Special/ Disability policy for any special requirement needs.

7.7. On-Board Services

For operational reasons, we make no guarantees that

- In-flight entertainment equipment and advertised programs will be available;
- Advertised special meals or any other type of meals will be available and/or always confirm to their exact description because they have been prepared by third parties to our order;
- The availability of advertised in-flight services; or
- The environment aboard our aircraft will be nut or nut produce free. We do not accept requests for nut free meals.

7.8. Ground Services

We do not make any guarantees that:

- Equipment and services on the ground at airports including, for example, fast track services, transportation services, airport lounges and the facilities within those lounges will be available; or
- Ground services will always confirm to their exact description.
- Tez Jet LLC does not guarantee the availability or accuracy of airport ground services, including fast-track services, lounges, or facilities.

7.9. Services and Transfers

Where Tez Jet LLC provide passenger with services or transfer services to / from airport of departure or arrival (the "Service"), Tez Jet LLC will not be liable for:

- Loss, damage, costs and expenses caused by any delay in the operation of the Service (for example, where such delay results in you missing your flight);
- Any death or personal injury occurring during the Service unless passenger can prove that such death or personal injury resulted from Tez Jet LLC direct negligence; and
- Any damage to or loss of Baggage (including any theft or pilferage) during the Service unless you prove that such loss/damage results directly from Tez Jet LLC negligence.

7.10. Carriage of Pregnant Women

Please refer our Special/ Disability policy for any special requirement needs.

7.11. Carriage of Infants

Please refer our Special/ Disability policy for any special requirement needs.

7.12. Unruly Behavior by a Passenger

Assault, intimidate or threaten, whether physically or verbally, a crew member/security team/ground staff which may interfere with the performance of the duties of the crew member/security team/ground staff or lessens the ability of the crew member/security team/ground staff to perform the duties.

Refuse to follow a lawful instruction given by the Pilot-in-Command or on behalf of the Pilot-in-Command by a crew member, for the purpose of ensuring the safety of the aircraft or of any person or property on board or for the purpose of maintaining good order and discipline on board.

Assault, intimidate or threaten, whether physically or verbally, any person.

Intentionally cause damage to or destroy any property.

Consume alcoholic beverages or drugs, which is likely to endanger the safety of the aircraft or of any person or jeopardize the good order and discipline on board the aircraft.

If the Passenger tries to or Smokes, vapes within the Aircraft or in its vicinity,

No Passenger shall interfere with the pilot or with a member of the operating crew of an aircraft, or tamper with the aircraft or its equipment or conduct himself/herself in a disorderly manner in an aircraft or commit any act likely to imperil the safety of an aircraft or its Passengers or crew.

Any such conduct may result in removal, fines, criminal prosecution, and future refusal of carriage.

7.13. Self – Offloading

Self-offloading after boarding the aircraft is not permitted, since it can cause safety and security risks, besides inconveniencing fellow Passengers on board.

In case of any inevitable circumstances other than medical emergency, the Passenger shall be penalized and the charges of penalization will be under the discretion of Tez Jet LLC.

Tez Jet LLC may at its sole discretion, not penalize such Passenger, in case of a medical emergency and in such cases, Tez Jet LLC may require a doctor’s certificate from airport doctor as well.

7.14. Denied Boarding

Tez Jet LLC reserves the right to deny boarding at its discretion for reasons including intoxication, medical/health risks, absence of valid travel documents, safety, or security concerns.

No Refund on Denied Boarding:

Where boarding is denied under this Clause 7 due to reasons attributable to the Passenger, the Ticket shall have no refund value, and Tez Jet LLC shall have no liability.

7.15. Passenger Misrepresentation

If a Passenger provides false, misleading, or fraudulent information to Tez Jet LLC, including but not limited to:

- False declarations regarding health, disability, pregnancy, or medical fitness;
- Misrepresentation of age to obtain child/infant discounts or benefits;
- Use of fraudulent medical or legal certificates;
- Misrepresentation of eligibility for special assistance or services; or
- Providing false or misleading information during booking, check-in, or boarding,

Tez Jet LLC reserves the right to:

- Refuse carriage without refund;
- Cancel the Ticket without compensation;
- Recover from the Passenger any additional costs, fines, or expenses arising from such misrepresentation; and
- Deny future carriage at Tez Jet LLC’s discretion.

7.16. Liability Disclaimer

Tez Jet LLC’s liability in relation to refusal, limitation of carriage, denied boarding, deportation, refusal of entry, misrepresentation, unruly behavior, or any other conduct covered under this Clause 7 shall be strictly limited to the extent required under the Civil Aviation Regulations of the Kyrgyz Republic and applicable international conventions.

Tez Jet LLC shall not be liable for any consequential loss, indirect damages, emotional distress, loss of opportunity, or additional costs incurred by the Passenger arising from refusal or limitation of carriage, except as expressly required under applicable Kyrgyz law or international aviation treaties binding upon the Kyrgyz Republic.

8. BAGGAGE

8.1. General provisions

In case of a full commercial load of the aircraft, and in order to meet safety requirements, Tez Jet LLC may limit or refuse acceptance of excess baggage.

Tez Jet LLC may refuse to carry any checked-in or hand baggage if its weight, dimensions, number of pieces, contents, or packaging do not comply with these Conditions of Carriage or applicable safety/security requirements.

Checked-in baggage is normally carried on the same aircraft as the Passenger. If, for operational or safety reasons, carriage on the same flight is not possible, Tez Jet LLC shall transport the baggage on the next available flight.

The checked-in baggage and hand baggage of a Passenger who fails to arrive for boarding on time are subject to mandatory removal from the aircraft in compliance with aviation security requirements.

The Passenger is solely responsible for ensuring that no prohibited or restricted items are included in their baggage, in accordance with Tez Jet LLC requirements and applicable aviation security regulations.

8.2. Baggage Information

The Passenger must familiarize themselves with baggage allowances, restrictions, and applicable fees published on Tez Jet LLC's website or communicated at the time of booking.

8.3. Checked-In Baggage

When accepting baggage for carriage, Tez Jet LLC or its authorized agent shall enter the actual number of pieces and the weight of the checked baggage into the check-in system. This information is reflected in the baggage receipt (baggage tag) issued to the Passenger. Tez Jet LLC shall issue the Passenger a baggage identification tag for each piece of checked baggage.

Unless Tez Jet LLC determines otherwise, the Passenger's checked baggage will not be carried on the same flight as the Passenger if:

- The Passenger fails to board the aircraft on which the baggage is loaded; or
- Having boarded, the Passenger disembarks before take-off or at a point of transit, without re-boarding.

Tez Jet LLC will only carry the Passenger's excess baggage on the same flight if:

- The Passenger has paid the applicable charges for baggage in excess of the free allowance; and
- Sufficient space and tonnage are available on the aircraft.

The Passenger must ensure that their checked baggage is sufficiently robust, properly packed, and well secured to withstand the normal rigors of air carriage without sustaining damage (except for fair wear and tear).

To identify special conditions of carriage, Tez Jet LLC may attach special unnumbered baggage tags (e.g., Fragile or Heavy) to the checked baggage.

From the moment baggage is handed over for carriage until it is claimed, Passenger access to such baggage is prohibited, except for identification purposes or additional security checks.

Tez Jet LLC recommends that Passengers:

- Use high-quality suitcases with reliable locks;
- For fabric suitcases or bags, apply padlocks to fix zippers, or use ropes/straps to restrict unauthorized access;
- Attach personal address tags to baggage;
- Mark baggage with ribbons or other individual identifiers for easy recognition;
- Wrap baggage with protective film to reduce the risk of damage and unauthorized access.

Tez Jet LLC reserves the right to re-weigh baggage at the destination airport. If it is determined that the Passenger is carrying baggage in excess of that declared or paid for at the departure point, Tez Jet LLC may require immediate payment for the difference between the checked-in and actual weight.

The merging or pooling of baggage between two or more Passengers booked under different PNRs is strictly prohibited.

Tez Jet LLC strongly discourages placing the following items in checked baggage:

- Fragile or perishable items;
- Cash, keys, jewelry, precious metals, or silverware;
- Natural fur, electronic equipment, computer hardware/components, set-top boxes, software, audio/video equipment, cameras, film equipment, or other optical devices;
- Technical, medical, business, or personal documents;
- Valuable or irreplaceable items;

- Medicines or medical equipment;
- Photographs, antiques, or other items that cannot be restored.

In addition to the above requirements, the airport's inspection/security services may impose further restrictions on checked baggage, which must be complied with by the Passenger.

8.4. Unchecked/ Hand / Cabin Baggage

General Requirements

Tez Jet LLC shall specify maximum dimensions and/or weight for unchecked/hand baggage. Such baggage must be of a size that allows it to be stowed:

- Under the seat in front of the Passenger; or
- In the overhead storage compartments of the aircraft cabin.

Exceeding Limits

The Passenger must check in any hand baggage and pay any applicable excess baggage charges (under Clause 8.5) if:

- The hand baggage exceeds the permitted maximum dimensions or weight;
- The baggage cannot fit under the seat or in the overhead compartment; or
- Tez Jet LLC determines that the baggage is unsafe for carriage in the cabin for any reason.

Carriage of Oversized or Valuable Items in the Cabin

If a Passenger wishes to carry an item (e.g., a highly valuable item, musical instrument, or diplomatic bag) that exceeds the standard size or weight limitations for hand baggage, Tez Jet LLC may agree to carry such an item in the aircraft cabin provided that:

- The Passenger purchases one or more additional seats (subject to availability) in the same class of travel for the purpose of storing the item; and
- Tez Jet LLC has agreed to such carriage before check-in.

Items that exceed Tez Jet LLC's maximum permitted size or weight for hand baggage and for which no additional seat is purchased shall not be carried in the cabin under any circumstances.

Acceptance in Cabin

Hand baggage is accepted in the cabin subject to space availability in the overhead compartments or under the seat. Since such baggage remains in the Passenger's possession and custody, the Passenger is fully responsible for its safekeeping throughout the journey.

Allowance

Conditions of Carriage

Except where otherwise provided by law or regulation, each Passenger may carry only one piece of hand baggage with:

- Maximum weight: 7 (seven) kg;
- Maximum dimensions: 55 cm (length) × 35 cm (width) × 25 cm (height).

Passengers accompanying infants are entitled to one additional piece of hand baggage within the above weight and size limits.

Unacceptable Hand Baggage

Items determined by Tez Jet LLC to be of an unacceptable dimension, offensive nature, or otherwise unsuitable shall not be permitted in the cabin.

Liquids, Aerosols, and Gels

Subject to applicable local laws, regulations, and security screening requirements:

- Passengers may carry liquids in containers of not more than 100 ml each (or 350 ml for hand sanitizers);
- All such containers must fit comfortably into a transparent, resealable plastic bag with a maximum capacity of 1 liter.

Batteries and Portable Electronic Devices (PEDs)

- Carriage of lithium batteries and PEDs containing lithium batteries is subject to airport security clearance and applicable laws.
- Satellite mobile phones are prohibited in hand baggage.
- Tez Jet LLC recommends that PEDs be carried in hand baggage. If carried in checked baggage, devices must be switched off and packed securely to avoid damage.

Disclaimer of Liability

Except where otherwise required by the applicable laws of the Kyrgyz Republic or the Montreal Convention, Tez Jet LLC shall not be liable for loss of, damage to, or delay of items carried in hand baggage, unless such loss, damage, or delay is caused by Tez Jet LLC's proven negligence. Passengers are strongly advised not to carry valuables, fragile items, cash, jewelry, electronic equipment, important documents, or similar items in their hand baggage unless kept under their personal supervision at all times.

8.5. Excess Baggage

Passenger will have to pay an extra baggage for any baggage over any free baggage allowance as per clause 8 of this condition of carriage and Excess Baggage Rate as defined on our website.

8.6. Unacceptable Items as Baggage

Right to Refuse Carriage

Tez Jet LLC reserves the right to refuse carriage of any baggage or item found in baggage which is prohibited, unsafe, or otherwise unsuitable for carriage, as set out below.

General Prohibitions

Passengers must not carry in either their checked or unchecked/hand baggage:

- Items likely to endanger the aircraft, persons, or property on board. This includes all items classified as “Dangerous Goods” under the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air and the International Air Transport Association (IATA) Dangerous Goods Regulations, as well as Tez Jet LLC’s related regulations.
- Items prohibited by applicable laws, regulations, orders, or governmental policies of any country from, to, or through which the flight operates.
- Items reasonably considered by Tez Jet LLC to be unsuitable for carriage because they are unsafe, dangerous, fragile, perishable, or otherwise inappropriate, having regard to the type of aircraft being used.
- Items attracting customs duty when carried by an unaccompanied minor.
- War material of any kind.
- Improperly packed items that do not meet baggage packing standards.

Examples of Prohibited Dangerous Goods

Without limitation, the following are strictly prohibited:

- Corrosives: acids, alkalis, mercury, wet-cell batteries, apparatus containing mercury.
- Explosives and weapons: munitions, fireworks, flares, ammunition (including blanks), handguns, pistol caps, swords, knives, and similar articles.
- Small lithium battery-powered vehicles: air wheels, hover boards, mini-Segways, balance wheels.
- Flammable materials: lighter fuel, lighter refills, matches, paints, thinners, solvents, fire-lighters, “torch” lighters, radioactive materials, briefcases with installed alarm devices.
- Oxidizing materials: bleaching powder, peroxides.
- Poisons and infectious substances: insecticides, weed-killers, live virus materials.
- Live or dead animals, birds, fish (including seafood), insects, or related products (whether fresh, frozen, dried, or otherwise processed).
- Items emitting a conspicuous or offensive odor.

- Magnetized, offensive, or irritating materials.
- Human or animal remains (whole or cremated).
- Any item which, in the opinion of Tez Jet LLC, may pose a risk to safety, security, comfort, or convenience of Passengers.

⚠ Passengers are advised to consult Tez Jet LLC in advance if they are unsure whether an item may constitute “war material” or otherwise be prohibited.

Items Not Permitted in Checked Baggage

Passengers must not place in checked baggage:

- Fragile or perishable items;
- Valuables such as money, jewelry, precious metals;
- Computers, personal electronic devices, or data storage devices;
- Medication or medical equipment required during the journey;
- House or car keys;
- Important or irreplaceable documents such as passports, identity papers, negotiable instruments, securities, deeds, or business/personal documents;
- Commercial samples of value.

Items Not Permitted in Unchecked / Hand Baggage

Passengers must not carry in hand baggage:

- Weapons, replicas, toys resembling weapons, arms or ammunition;
- Explosives, incendiaries, or items containing explosives (e.g., fireworks, crackers);
- Knives of any kind, letter openers, metal cutlery, razor blades, or similar sharp objects (except safety razors with cartridge blades);
- Tradesmen’s tools, darts, scissors, nail files;
- Hypodermic needles/syringes (unless medically required and supported by a medical certificate);
- Sporting bats and clubs (e.g., baseball, cricket, golf clubs), hard sporting balls (e.g., cricket, hockey, billiard balls), or cues;
- Martial arts devices;
- Any article which, in the opinion of Tez Jet LLC or airport security, could be used as a weapon, cause injury, incapacitation, or otherwise pose a threat.

Security Confiscations

Tez Jet LLC is not responsible for any item removed from a Passenger’s baggage and retained by airport security or government authorities. The Passenger is responsible to:

- Familiarize themselves with applicable security requirements prior to travel;

- Request and retain a receipt from airport security staff for any item removed;
- Make independent arrangements for collection or disposal of such items.

Disclaimer of Liability

Tez Jet LLC shall not be liable for:

- Any loss, damage, or delay to baggage containing prohibited or restricted items;
- Any injury, damage, or legal consequence resulting from the carriage of items in violation of this clause;
- Any confiscation, seizure, or destruction of items by government, airport, or security authorities.

By checking in baggage or carrying items on board, Passengers acknowledge and accept full responsibility for compliance with all applicable laws, regulations, and Tez Jet LLC conditions regarding prohibited items.

8.7. Carriage of Weapons & Ammunition

Tez Jet LLC does not accept carriage of weapons, arms, or ammunition in any form, except when specifically permitted by Kyrgyz law and subject to prior arrangement with state authorities.

8.8. Right to refuse

Tez Jet LLC will refuse to carry baggage which contains any of the items in contravention of clause 8 of these conditions of carriage.

Tez Jet LLC will refuse to accept baggage for carriage if Tez Jet LLC decides that it is unsuitable for carriage, whether because of its size, shape, appearance, weight, content, character, or for safety or operational reasons, or for the comfort of other Passengers. If you have any doubt about particular items, please ask for guidance from us or our Authorized Agents.

Tez Jet LLC may refuse to accept Baggage for carriage if we decide that it is not properly and securely packed in suitable containers. If you ask us, we will give you information about packing and containers acceptable to us.

8.9. Right to Search, Screen & X-ray

For reasons of safety, health and security, Tez Jet LLC may search, screen and X-Ray your Baggage. Tez Jet LLC will try to search passenger Baggage while passenger is present. However, if passengers are not available Tez Jet LLC may search it in passenger absence. If passengers do not let Tez Jet LLC conduct all such searches, scans and x-rays, Tez Jet LLC may refuse to carry passenger and their Baggage.

Passenger must allow security checks of baggage by government officials, airport officials, police or military officials and airlines involved in carriage.

If a search, screen or x-ray causes Damage to passenger Baggage, Tez Jet LLC will not be liable for the damage.

Please note that the security authorities of some countries require that Checked Baggage is secured in such a manner that it can be opened without the possibility of causing damage in the absence of the Passenger. It is Passengers responsibility to be aware of and comply with any such requirements.

8.10. Collection & Delivery of Baggage

Tez Jet LLC will make every effort to ensure that the checked-in baggage of passenger arrives in a safe condition.

The Passengers are advised to collect their Baggage as soon as it is available for collection at destination from the relevant conveyor belt. If the Passenger fails to collect it within a reasonable time, Tez Jet LLC will store it and will charge a storage fee. If the Passenger's Checked-in Baggage has not been claimed within three (3) months of the time it is made available, the airline may dispose it off without any liability or notice to the Passenger.

If the Passengers are travelling in a group PNR and the Baggage is not delivered at arrival, all the Passengers under that Booking need to be present at the arrival hall at the time of registering a complaint for the lost Baggage. The Baggage will be considered as delivered in good condition if the above condition is not met.

Tez Jet LLC shall deliver Checked-in Baggage to the bearer of the Baggage Check, upon payment of all unpaid sums due to it, under these Conditions of Carriage.

Tez Jet LLC is under no obligation to ascertain that the bearer of the Baggage Check is entitled to delivery of the Baggage, and Tez Jet LLC is not liable for any loss, damage, or expense arising out of, or in connection with its failure to ascertain so.

Delivery of the Baggage will be made at the destination airport shown in the Baggage Check and not to the address of the Passenger.

Only the person holding the Baggage Check and the Baggage Identification Tag can claim a piece of Checked Baggage. Tez Jet LLC accepts no responsibility for checking the identity or authority of the person holding the Baggage Check and Baggage Identification Tag or for checking that he/she has any right to collection.

If the person claiming a piece of Checked Baggage cannot produce the required Baggage Check and Baggage Identification Tag, that person must prove that the Baggage is his or hers before Tez Jet LLC will allow collection. Tez Jet LLC accepts no responsibility for making

anything other than limited enquiries of the person claiming the Baggage when assessing the right to collection.

In order to ensure that the Passengers pick-up their own Baggage only and that there are no confusions, Tez Jet LLC reserves all rights to do Baggage Tag match upon arrivals either for all Passengers or on random basis without any prejudice or discrimination. In the event where there is a possibility or slightest assumption of Passenger picking up somebody else's baggage, Tez Jet LLC reserves all rights to divulge personal information of such Passenger to the original owner of the Baggage, and will not be liable for any losses incurred thereof.

Tez Jet LLC assumes no liability for wear and tear to luggage which includes:

- Broken wheels or feet
- Minor cuts
- Loss of external locks, security straps
- Damage to any protruding part of the baggage
- Damage resulting from over packing and damage to retractable luggage handles
- Scratches, torn zippers, straps, handles, scuffs, dents soiling or manufacturing defects
- Unsuitably packed, perishable, damaged or fragile Baggage, or for damage caused by water to non-waterproof Baggage.
- Any other wear and tear

8.11. Payment for Baggage

All baggage carried by the passenger, including hand baggage, should be provided at check-in counter for the flight, which is a safety requirement.

The passenger is obliged to pay for carriage of baggage in accordance with the Tez Jet LLC fares. Payment of the excess baggage shall be made for round kilograms. The rounding shall be made as per following rules:

- Up to 500 g to the round kilogram shall be rounded downward;
- 500 g and more to the round kilogram shall be rounded upward.
- Child discounts shall not be applied to the baggage fare.

If a passenger increases the weight of baggage during the trip, the passenger is obliged to pay for carriage of baggage, which exceeds the weight of the previously paid baggage.

If the passenger provided baggage in larger quantity than the declared and prepaid one, such baggage is acceptable for carriage on the same aircraft with the passenger only if there is free tonnage and after appropriate additional charge is paid.

When a passenger follows a complicated route (several connecting flights of Tez Jet LLC), the passenger is responsible to pick up their baggage and check it in, if necessary, provide

the payment for the baggage for the next flight. It is the passenger who is responsible for the consequences caused by late check-in/ lack of payment for baggage carriage for connecting flights.

8.12. Items Acceptable in Limited Amount

Passengers are allowed to carry the following substances and items as baggage in limited amount and with Tez Jet LLC permission, unless otherwise provided for by the regulations of the country to/from or through which carriage is arranged.

Alcoholic beverages with a content of alcohol exceeding 24%, but not exceeding 70% by volume, in containers of no more than 5 liters, if in sealed containers intended for retail trade, as the passenger baggage. The total net quantity of such beverages per person is 5 liters.

Alcoholic beverages with a content of alcohol exceeding 24% by volume are not subject to any restrictions other than packaging restrictions.

The alcoholic beverages are also permitted in carry-on baggage when purchased from the Airport Security Hold Area and should be placed in a transparent re-sealable plastic bag of a maximum capacity not exceeding 1 Liter. The indicative size of the 1 Liter bag is: 20.5 cm x 20.5 cm or 25 cm x 15 cm or equivalent. The containers must fit comfortably within the bag, which should be fully closed.

The passengers must comply with other applicable state / national regulations, if any.

Radiation-free drugs and toiletries, including aerosols. Aerosols without any additional danger for sports or domestic purposes are only carried as checked baggage. The total net quantity of all such items carried by each passenger shall not exceed 2 kg or 2 liters, and the net quantity of a separate item shall not exceed 0.5 kg or 0.5 liters.

Hairsprays, lacquers, colognes and medicines containing alcohol are carried only as checked baggage. The total net quantity of all such items carried by each passenger shall not exceed 2 kg or 2 liters, and the net quantity of a separate item shall not exceed 0.5kg or 0.5 liters.

Small cylinders with gaseous oxygen or air for medical use are accepted with required documents subject to prior permission of Tez Jet LLC.

Small carbon dioxide cylinders to trigger artificial limbs, as well as spare cylinders of similar size, if necessary to provide the necessary reserves throughout the journey.

Dry ice of no more than 2 kg per person, when used for cooling non-hazardous perishable products, provided that gaseous carbon dioxide is able to pass through the package, carried as the carry-on baggage or checked baggage with the approval of Tez Jet LLC

8.13. Carriage of Special Bags

Binoculars, receivers and radio transmitters, photo and film equipment are accepted for carriage only if packed in suitcases or boxes. Passengers are not allowed to use them while on board. Batteries, except stationary ones, should be removed from radio equipment.

The passenger is not allowed to use the transistor receiver and other electronic devices during the flight, except for the hearing kit, cardiac equipment, electronic alarm clock, calculator, laptop, portable tape recorder (player) and typewriter.

Fragile items requiring special precautions during carriage or special storage conditions (portable tape recorders, receivers, TV receivers, crystal ware, porcelain items, diplomatic mail etc.) Items not exceeding the dimensions of carry-on baggage are allowed for carriage by the passenger in the cabin baggage subject to mandatory presentation for inspection, by agreement with Tez Jet LLC and depending of physical capacity. These items are accepted for carriage as baggage only in a safe package and provided that the Tez Jet LLC is not responsible for their safety.

8.14. Carriage of Diplomatic Bags

Diplomatic Baggage (mail) accompanied by a diplomatic courier is allowed for carriage in the passenger cabin of the aircraft. It is registered as unchecked baggage separately from the personal baggage of the diplomatic courier and can be placed on passenger seats not occupied by passengers (no more than 23 kg per seat)

An additional (Extra) seat on board is purchased in accordance with the Tez Jet LLC fares.

Diplomatic Baggage (mail) handed over to care of Tez Jet LLC is carried in accordance with terms & conditions of special agreements between Tez Jet LLC and passenger and where there are no such agreements, in accordance with Tez Jet LLC rules and terms & instruction and condition.

8.15. Items Removed by Security Personnel

Tez Jet LLC will not be responsible for, or have any liability in respect of, articles removed from the Passenger's Baggage by any airport security.

8.16. Carriage of Pets

Small pets like cats, dogs, and birds are welcome on domestic flights. However, it is essential to note that approval from the flight commander is required before we can permit pet to travel with us.

Carrying any furry or feathered companion is at passenger's own risk.

A valid health and rabies vaccination certificate is mandatory to be carried with.

The pet needs to be in a soft, ventilated bag or kennel (in the case of a dog) not exceeding 46 cm/18 in x 46 cm/18 in x 30 cm/12 in.

The carriage of pet in the cabin or the cargo hold depends on their weight:

- Cabin travel : Weight is under 5 kg
- Checked-in baggage : Weight is over 5kg but less than 23 kg
- Cargo : Weight is over 23 kg

Pet must be at least eight weeks old to travel.

Tez Jet LLC does not allow pregnant pets to travel to ensure their safety.

Tez Jet LLC only allows two pets in the cabin per flight.

Pets travelling in cabin needs to be seated on the passenger's lap. Pets are not allowed to be seated on the passenger seat and require a ticket.

The charges that apply are based on the excess baggage fee for domestic flights and depend on the following:

- Weight of pet
- The weight of the container, i.e., the kennel, cage, or bag.
- Other belongings of the pet, for instance, food.
- While all pets requires a ticket, guide dogs trained to assist travelers with impaired vision or special needs assistance may travel free of charge. Please ensure pets are appropriately muzzled and leashed.

8.17. Carriage of Human Remains

Human remains, ashes, or organs for transplantation may be accepted only under prior arrangement and in compliance with applicable health and transport regulations.

8.18. Carriage of Human Organs

Tez Jet LLC does not accept carriage of Human Organs.

9. SCHEDULES, DELAYS, CANCELLATION OF FLIGHTS

9.1. Schedule

Flight times and durations shown in Tez Jet LLC schedules/timetables may change between the date of publication and the date of travel.

Tez Jet LLC does not guarantee flight times or durations, and they do not form part of the contract of carriage.

Tez Jet LLC is committed to providing on-time, courteous, and safe service, and undertakes to use best efforts to avoid delays in carrying passengers and their baggage.

Schedules are subject to change at any time for operational, safety, or regulatory reasons. Tez Jet LLC shall not be liable for any damage, claim, or loss resulting from schedule changes.

Tez Jet LLC will not be liable for errors or omissions in schedule publications or representations made by employees, agents, or representatives regarding departure, arrival, or operation of flights.

- **Passenger Entitlement to Involuntary Refund:**
 - Passenger may request an **involuntary refund (Clause 10.2)** if:
 - The schedule change is **not acceptable** to the passenger; and
 - Tez Jet LLC or its authorized agent **cannot book the passenger** on another flight acceptable to them.
 - Apart from this, Tez Jet LLC shall have **no further liability** for any loss, cost, or expense.

9.2. Cancellation & Delays

- Delays or cancellations may occur due to **circumstances beyond Tez Jet LLC's control**, including but not limited to:
 - Bad weather
 - Air traffic control restrictions or delays
 - Strikes, civil unrest, or governmental actions
 - Safety or technical issues
- Tez Jet LLC will take **all reasonable measures** to minimize delays and may arrange alternate carriage via:
 - Another Tez Jet LLC aircraft
 - Another airline
 - Other mutually agreed means

Passenger Options in Case of Cancellation or Operational Disruption:

- **Alternate Tez Jet Flight:** Passenger will be carried **on the next available Tez Jet LLC flight** at no additional charge. Ticket validity may be extended if necessary.
- **Alternate Means or Class:** Passenger may be transported within a **reasonable period** to the destination by:
 - Another Tez Jet LLC flight; or
 - Other mutually agreed means or class.
- **Involuntary Refund:** Passenger may receive an **involuntary refund** in accordance with Clause 10.2.
- **Voluntary Non-Travel after Re-accommodation:** If Tez Jet LLC cancels a flight or offers an alternative flight and the passenger decides not to travel on the offered flight, the passenger may claim a refund of the unused portion of the

fare and applicable taxes, fees, and charges **within thirty (30) days** from the date of cancellation or offer of alternative flight. Refund requests made after this period will not be accepted.

These remedies do not affect rights under Clause 15.7, and represent the sole and exclusive remedies available for schedule changes or cancellations.

Missed Connections on Separately Booked Tickets : “Tez Jet LLC” shall not be liable for any missed connections or associated costs, losses, or damages arising from flights booked under separate tickets or with other carriers with whom Tez Jet LLC does not have a codeshare or interline agreement. Passengers traveling on separate itineraries are advised to allow sufficient time between flights to mitigate the risk of missed connections due to operational delays.

9.3. Denied Boarding

If a passenger cannot be carried in their **ticketed class** despite having a confirmed reservation and meeting all check-in and boarding requirements:

- Tez Jet LLC will carry the passenger on a **later Tez Jet LLC flight** in the same class, or in another class if passenger chooses.
- If downgraded, Tez Jet LLC will **refund the fare difference, taxes, charges, and surcharges** between the ticketed class and the class actually provided.
- Passenger may also be carried on **another airline** to arrive at their destination within a reasonable time. In this case, the **operating carrier’s Conditions of Carriage apply** to operational matters, but Tez Jet LLC’s Conditions continue to apply for contractual obligations.
- Passenger may alternatively **receive an involuntary refund** (Clause 10.2).

Exclusions: Clause 9.3.1 **does not apply** if Tez Jet LLC refuses carriage for reasons permitted under these Conditions of Carriage (e.g., security, behavior, prohibited items, health).

Apart from the remedies under Clause 9.3, Tez Jet LLC **shall have no liability** for any loss, cost, or expense.

10. REFUNDS

10.1. General

Tez Jet LLC will refund the fare paid for passenger’s ticket, or any unused part of it, together with applicable taxes, fees charges and exceptional circumstances surcharges in accordance with this Clause 10, Tez Jet LLC fare rules and Tariffs. Refunds shall normally be made in the original form and currency of payment, unless otherwise required by law. Refunds shall be processed within seven (7) business days for credit card payments and twenty (20) business days for cash or bank transfer payments.

Except where otherwise stated, all refunds will be made to the person named as the passenger on the ticket, or to the person who originally paid for the ticket, upon satisfactory proof of payment. Refunds shall be made in the original form and currency of payment, unless otherwise required by law, within seven (7) business days for credit card payments and twenty (20) business days for cash or bank transfer.

Unless passenger claim for a refund concerns a lost Ticket, Tez Jet LLC will only make the refund if passenger first give Tez Jet LLC passenger Ticket and all unused Flight Coupons and the Passenger Coupon. This requirement will not apply where passenger Ticket is an Electronic Ticket.

10.2. Involuntary Refunds

Passenger will be entitled to a refund calculated in accordance with clause 10.2.2 if Tez Jet LLC:

- Cancels Passenger Flight
- Fails to operate Passenger flight reasonably according to the schedule
- Fails to carry passenger on a flight for which they have a confirmed reservation and have met the applicable Check-in Deadline and boarding deadline and they have not been refused carriage for reasons permitted by these Conditions of Carriage

Passenger refunds will be calculated as follows:

If no portion of passenger ticket has been used: An amount equal to the fare paid (including taxes, fees, charges and exceptional circumstances surcharges paid) if no portion of the Ticket has been used; or

If a portion of passenger ticket has been used: An amount equal to the difference between the fare paid (including taxes, fees, charges and exceptional circumstances surcharges paid) and the correct fare (including taxes, fees, charges and exceptional circumstances surcharges) for travel between the points for which passenger have used their Ticket.

Involuntary refunds do not apply in the event of cancellation or delay caused by Force Majeure events (war, strikes, weather, security, natural disasters, epidemics), in which case passengers shall be entitled to a refund of the unused portion of the fare and applicable taxes in accordance with Clause 10.7.

Tez Jet LLC will pay a refund according to clause 10.2.2 (b) if Tez Jet LLC refuse passenger carriage for any of the reasons set out in these conditions of carriage or terminates passenger carriage for any reason, except that passenger will not be entitled to any refund for the flight for which passenger were refused carriage or any unacceptable behavior occurred.

Apart from the refund provided in article 10.2.2, Tez Jet LLC will have no liability to passenger for any loss or expense whatsoever. Tez Jet LLC as conditions set in these

conditions of carriage can use the value of any unused carriage on passenger ticket to reimburse cost payable by passenger.

Tez Jet LLC at its own discretion may choose to refund the passenger for non – refundable tickets.

Delays Within 2 Hours: No refund shall be provided for delays of **less than or equal to two (2) hours**, except where required by applicable law or regulation.

10.3. Voluntary Refunds

If a refund of the fare for passenger Ticket is due for reasons other than those set out in clause 10.2, the refund will be:

If no portion of passenger Ticket has been used: An amount equal to the fare paid (including taxes, fees, charges and exceptional circumstances surcharges paid) less: (i) any applicable cancellation fees, if passenger Ticket is subject to restrictions; (ii) any reasonable service fees; and (iii) any fees, taxes, penalties, charges or liabilities Tez Jet LLC incur as a result of Passenger booking or passenger refund.

If a portion of the Ticket has been used: An amount equal to the difference between the fare paid (including taxes, fees, charges and exceptional circumstances surcharges paid) and the correct fare (including taxes, fees, charges and exceptional circumstances surcharges) for travel between the points for which the Ticket has been used, less: (i) any applicable cancellation fees, if passenger Ticket is subject to restrictions; (ii) any reasonable service fees; and (iii) any fees, taxes, penalties, charges or liabilities Tez Jet LLC incur as a result of passenger booking or passenger refund.

Voluntary cancellation means that the passenger cancels the booked ticket for any reason. In such circumstances, the refund will be made in accordance with the ticket and fare rules.

10.4. Refund on Lost Ticket

If a paper ticket is lost, Tez Jet LLC may provide a refund upon satisfactory proof of loss and confirmation that the ticket has not been used, subject to an administrative fee.

10.5. Right to Refuse Refund

Tez Jet LLC will not give a refund if passenger applies for it more than 2 years from the date of issue of the original Ticket.

Tez Jet LLC will not give a refund on a Ticket if, when passenger arrived in a country, passenger presented the Ticket to Tez Jet LLC or to government officials as evidence of their future intention to depart from that country, unless passenger can prove to us that:

- Passenger have permission to remain in the country; or
- Passenger will leave the country on another airline or by another means of transport.

- Tez Jet LLC will not give a refund on a Ticket if:
- It has been stamped by a governmental organization as “Not to be Refunded”; or
- It is a replacement for a lost or mutilated Ticket which was stamped as “Not to be Refunded” by a governmental organization.
- Tez Jet LLC will not give a refund on a Ticket for any flight on which you have been refused carriage or from which you have been removed as per these conditions of carriage.

10.6. Refund in case of Death and Illness

In the event of the death of a passenger prior to travel, Tez Jet LLC will provide a full refund of the unused portion of the ticket upon presentation of a valid death certificate.

In the event of the death of an immediate family member (spouse, parent, child) necessitating cancellation, or where the passenger is unable to travel due to certified medical incapacity, Tez Jet LLC may provide a refund upon submission of supporting documentation within 30 days of refund request being submitted to Tez Jet LLC at its sole discretion.

10.7. Refund of Government Taxes and Charges

Government-imposed taxes, charges, and airport charges collected by Tez Jet LLC but not actually incurred due to non-utilization of carriage shall be refunded to the passenger upon request if the request is submitted within 24 hours as per fare rules. Tez Jet LLC may deduct a reasonable administrative fee. This is not applicable for non-refundable tickets.

10.8. Currency

Tez Jet LLC will pay refunds in the same form and currency that was used to pay for the ticket.

10.9. By Whom Ticket Refundable

Tez Jet LLC will pay a voluntary refund on a ticket only if Tez Jet LLC or our Authorized agents issued the ticket.

10.10. To Whom Ticket Refundable

Tez Jet LLC shall be entitled to make refund either to the person named in the Booking, or to the person who has paid for the Booking, after verification of the KYC documents (Passport or any valid identification proof), and shall discharge Tez Jet LLC liability and any further claim for refund from any person. Passenger shall communicate to , from the email address registered on the reservation (PNR) for claiming the refund.

10.11. Limitations of Passenger Right

The rights to refunds set out in this Section 10 represent passengers’ principal rights in cases of cancellation, non-operation, or voluntary non-use of carriage. These refund rights do not

limit any rights passengers may have under the Montreal Convention or applicable laws regarding compensation for delay, injury, or baggage claims. This means that Tez Jet LLC will have no other liability to Passenger for any loss or expense whatsoever.

10.12. Delays of Short Duration

No refund shall be payable for delays of **up to two (2) hours** from the scheduled departure or arrival time. Passengers will be informed of such delays, and Tez Jet LLC will make reasonable efforts to minimize inconvenience, including rebooking on the next available flight if requested.

10.13. Refund for Cancelled or Reaccommodated Flights – Voluntary Non-Travel

In the event that Tez Jet LLC cancels a flight or offers a passenger an alternative flight, and the passenger chooses not to travel on the offered flight, the passenger may claim a refund of the unused portion of the fare, including applicable taxes, fees, and charges.

Refund requests must be submitted within **thirty (30) calendar days** from the date of cancellation or from the date on which the alternative flight was offered. Requests made after this period will **not be accepted**, and no refund shall be payable.

Refunds will be processed in accordance with the provisions of this Clause 10.

11. CONDUCT ABOARD AIRCRAFT

11.1. General

- Complimentary drinking water is provided on all flights.
- Passengers may bring food items such as cold snacks, soft beverages, snack bars, and biscuits. Messy, oily, or strong-smelling foods are not permitted for the comfort of all passengers.

Emergency Exit Seats

- Passengers seated at emergency exit rows will be briefed by the crew regarding emergency procedures and must follow all instructions carefully.
- Emergency exit seats may only be assigned to passengers who:
 - Are willing and able to operate the emergency exit;
 - Are physically able-bodied;
 - Are aged 15 years or older on the date of travel;
 - Are not pregnant;
 - Do not have temporary illnesses affecting mobility;
 - Can:
 1. Locate the emergency exit;

2. Recognize the exit operating mechanism;
 3. Comprehend instructions for operating the exit;
 4. Follow oral directions and hand signals given by a crew member;
 - Are not traveling with an infant.
- Tez Jet LLC reserves the right to assign or reassign emergency exit seats and other seats at its discretion, keeping in mind security requirements and the safety and comfort of all passengers.
 - If a passenger has paid for an emergency exit seat but does not meet the criteria above or is deemed unsuitable by the crew to perform emergency exit procedures, Tez Jet LLC may reassign the seat without any refund.

Aircraft Cleanliness

- Tez Jet LLC undertakes reasonable steps to maintain aircraft cleanliness, including disinfection and fumigation, as required by applicable law.
- Passengers acknowledge that aircraft doors must remain open during certain stages of operations and that disinfection cannot be performed while passengers are on board.
- Tez Jet LLC is not liable for any inadvertent presence of mosquitoes, insects, or pests.

Passenger Conduct

Passengers must at all times:

- Comply with all applicable laws and regulations;
- Refrain from endangering or threatening the safety of the aircraft, crew, or other passengers, including by hoax threats;
- Avoid conduct that may injure or prejudice the health of others;
- Avoid causing distress, harassment, molestation, sexual assault, or other objectionable conduct;
- Avoid damaging property belonging to Tez Jet LLC or other passengers;
- Comply with all instructions from the pilot-in-command, crew, or airline regarding safety, security, seating, seat belts, smoking, alcohol, drugs, and use of electronic devices (including mobile phones, laptops, PDAs, recorders, radios, CDs, DVDs, MP3 players, electronic games, transmitting devices, radio-controlled toys, and walkie-talkies).

11.2. Payment of Diversion Costs

- If, due to a passenger's conduct as described in Clause 11.1 or elsewhere in these Conditions of Carriage, Tez Jet LLC, in the exercise of its reasonable discretion, decides to divert the aircraft to offload the passenger, the passenger shall be liable for all costs incurred as a result of such diversion.
- Such costs may include, but are not limited to, fuel, airport fees, crew expenses, passenger accommodations, and any other reasonable expenses directly attributable to the diversion.

11.3. Use of Electronic Devices

- For safety reasons, Tez Jet LLC may prohibit or restrict the use of electronic devices on board, including, but not limited to, cellular telephones, laptops, portable recorders, radios, CD/DVD players, electronic games, transmitting devices, radio-controlled toys, and walkie-talkies.
- Passengers are permitted to operate hearing aids, heart pacemakers, and other medical devices essential for their health.
- Passengers must comply with crew instructions regarding the use or restriction of electronic devices at all times.

11.4. Removal of Life Jackets

- Any act, whether attempted or actual, of removing a life jacket from an aircraft seat without the consent of a crew member is strictly prohibited.
- Passengers must follow crew instructions regarding the use and handling of all safety equipment on board.

11.5. On Board Alcohol

- Passengers are not permitted to consume alcohol aboard the aircraft unless it has been served by Tez Jet LLC. This applies regardless of whether the alcohol was purchased on duty-free or brought from any other source.
- Tez Jet LLC reserves the right, at its sole discretion, to refuse service of alcohol to any passenger or to withdraw alcohol already served, for any reason.

11.6. Smoking Policy

Smoking is strictly prohibited on all Tez Jet LLC aircraft.

11.7. Unacceptable Behavior

If Tez Jet LLC reasonably believes that a passenger has violated any provision of these Conditions of Carriage or engaged in behavior that threatens the safety, security, or comfort of the aircraft, crew, or other passengers, Tez Jet LLC may take the following actions:

1. Report the matter to relevant law enforcement or other regulatory authorities.

2. Take any measures deemed necessary to prevent continuation or repetition of the behavior, including, but not limited to, physical restraint, removal from the aircraft, or refusal to carry the passenger after a stopover.
3. Refuse carriage of the passenger on any future flights operated by Tez Jet LLC.

The passenger shall reimburse Tez Jet LLC for all costs incurred as a result of their actions, including:

- Repair or replacement of property lost, damaged, or destroyed.
- Compensation to any affected passenger or crew member.
- Costs related to diversion of the aircraft to remove the passenger.

Tez Jet LLC may apply the value of any unused ticket or any funds held by Tez Jet LLC on behalf of the passenger toward payment of such costs.

11.8. Possession or use of E- Cigarettes, Vaping Not Permitted

- The production, manufacture, import, export, transport, sale, distribution, storage, and advertisement of e-cigarettes and vaping devices are strictly prohibited on aerodrome premises and on board Tez Jet LLC aircraft.
- Tez Jet LLC reserves the right to refuse carriage to any passenger who is in possession of e-cigarettes or vaping devices, including in checked or carry-on baggage.
- Use of e-cigarettes or vaping devices on flights operated by Tez Jet LLC is strictly prohibited.

11.9. Add on services or other services offered by Tez Jet LLC

Tez Jet LLC offers certain add-on services such as seat selection, pre-paid snacks and pre-paid Baggage allowance to Passengers, which can be availed by Passengers in relation to their travel on Tez Jet LLC flights, on board the aircraft and at selected airports. A Passenger may book such add-on services at the time of making a Booking or thereafter.

In addition, Tez Jet LLC offers Passengers an option to purchase gift vouchers, which can be used for booking of Tez Jet LLC flights and other services provided by Tez Jet LLC.

Passengers have the option to pre-book their meals, beverages (alcoholic and non-alcoholic), and merchandise before the departure of their flights. However, pre-booked meals and beverages (alcoholic and non-alcoholic) shall be served or merchandise shall be sold to Passengers on the basis of availability. Passenger will not be entitled to a specific food item, beverage (alcoholic and non-alcoholic) or merchandise (even if such food item, beverage or merchandise is pre-booked) if it is unavailable, and Tez Jet LLC shall not be liable and responsible to Passengers for its unavailability. The meals will be served first to Passengers who have pre-booked their meals and, subsequently, in the order of their seating.

Passengers shall make requisite inquiries in relation to the food and beverages offered or sold by Tez Jet LLC at the time of booking and ensure that they are not allergic to the contents of such food or beverages. Tez Jet LLC shall not be liable for any damages to a Passenger due to any allergies or illness on account of consumption of food offered or sold by Tez Jet LLC to the Passenger.

11.10. Photography by Passengers

Passenger may take photographs (i) within the terminal building of a civil airport as well as a defense airport, and (ii) on-board an aircraft, without causing inconvenience to any other person including crew members and other Passengers.

However, Passengers are not permitted to take photographs (i) while embarking and disembarking an aircraft, (ii) from the part of an airport used for take-off, landing and taxiing of aircraft and (iii) of the airside of a defense airport from the aircraft, the terminal building or any other part of the defense airport.

Passengers are required to take special permission from Civil Aviation Authority for taking photographs of or in any prohibited areas set out in clause 11.10.2 above.

12. ARRANGEMENT FOR ADDITIONAL SERVICES

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13. ADMINISTRATIVE FORMALITIES

13.1. General and Travel Documents

Passengers are solely responsible for obtaining all travel documents required under applicable law or by relevant regulatory authorities. Passengers must comply with all statutory obligations and perform all acts required under these Conditions of Carriage.

Passengers must:

- Check the entry requirements of all countries they will visit or transit through, even as a transit passenger.
- Obtain, hold, and present all necessary passports, visas, health certificates, and other travel documents.
- Obey all laws, regulations, orders, and requirements of all countries they enter, exit, or transit through.

To ensure compliance, passengers are responsible for:

- Contacting the embassy, consulate, or other relevant authority of all applicable countries before making a booking and again prior to travel to confirm that requirements remain valid.

Upon request, passengers must:

- Present all required travel documents to Tez Jet LLC before or during the carriage.
- Permit Tez Jet LLC to make copies of these documents.
- Deposit such documents with flight crew for safekeeping during the flight, in exchange for a receipt.

Limitation of Liability:

Tez Jet LLC will not be liable if:

- Passengers do not possess all required travel documents.
- Travel documents are expired or invalid.
- Passengers fail to comply with applicable laws, regulations, or requirements.
- Tez Jet LLC may refuse carriage if travel documents are not in order, even if part of the journey has already commenced.

Tez Jet LLC is not responsible for any information provided by its agents or employees regarding travel documents or regulatory compliance.

13.2. Refusal of Entry

If a passenger is refused entry to a country (including transit countries), the passenger must pay:

- Any fines, penalties, or charges assessed against Tez Jet LLC by the relevant government, including detention costs.
- Any detention costs incurred by Tez Jet LLC.
- The cost of transporting the passenger, and an escort if required, from that country.
- Any other reasonable costs incurred by Tez Jet LLC.

Tez Jet LLC will not refund the fare paid for carriage to the airport where entry was refused.

13.3. Passenger Responsible for Fines, Detention Costs etc.

Passengers must reimburse Tez Jet LLC for any fines, penalties, detention costs, deportation or removal expenses, escort charges, ticket costs, or other expenditures incurred due to the passenger's failure to:

- Comply with any laws, regulations, or travel requirements of the countries traveled to; or
- Present the required travel documents upon seeking entry.

Tez Jet LLC may deduct amounts owed from the value of unused carriage on the passenger's ticket or from any funds held by Tez Jet LLC.

13.4. Return of Confiscated Travel Documents

Tez Jet LLC is not liable for the return of any travel documents, identification, or tickets confiscated by a government or other authority.

13.5. Security Inspection

Passengers must permit security checks, searches, and scans of themselves and their baggage by Tez Jet LLC, its handling agents, government officials, airport authorities, police, military, or other involved carriers. Refusal may result in denial of carriage.

13.6. Customs Inspection

Passengers must comply with inspections of baggage by customs or government authorities. Tez Jet LLC is not liable for any damage arising from such inspections or from the passenger's failure to comply.

14. SUCCESSIVE CARRIERS

If a passenger's journey involves carriage by Tez Jet LLC and other carriers under a single or conjunction ticket, the entire journey may be treated as a single operation for the purposes of international conventions. Liability limitations for such carriage shall apply as outlined under the relevant convention and these Conditions of Carriage.

15. LIABILITY FOR DAMAGE

15.1. Applicability

The liability of Tez Jet LLC in relation to a passenger's journey is governed by these Conditions of Carriage. The rules on limitation of liability are set out in this Clause 15. To the extent applicable, liability is determined in accordance with the relevant international convention (the "Convention"). Where the Convention does not apply, the laws of Bishkek, Kyrgyz Republic shall govern.

15.2. Scope of Liability

- Tez Jet LLC is liable only for damage occurring during carriage on flights or flight segments operated by us, or for which we are legally responsible.
- If a ticket is issued or baggage checked on another airline, Tez Jet LLC acts solely as that airline's agent.
- Where carriage involves successive carriers, passengers may claim against the first or last carrier in accordance with applicable conventions.

15.3. General Limitations

Wherever the convention applies to your carriage, our liability will be subject to the rules and limitations of the applicable convention, as amended by other applicable law.

To the extent permitted by applicable law, we will be wholly or partly exonerated from liability to you for damage if we prove that the damage was caused or contributed to by your negligence or other wrongful act or omission.

We may be wholly or partly exonerated from liability to you for damage if we prove that:

The damage did not result from our negligence;

The damage resulted from the negligence of a third party;

That we took certain measures to avoid the damage; or

That it was impossible to take such measures to avoid damage.

Unless specified in the convention, we will not be liable for any damage arising from:

Our compliance with applicable local law or government rules and regulations; or

From your failure to comply with the same.

Except where we state otherwise in these conditions of carriage, we will be liable to you only for compensatory damages you are entitled to recover for proven losses and costs under the convention or local laws which may apply.

Passenger contract of carriage with Tez Jet LLC (including these conditions of carriage and all applicable exclusions and limits of liability) applies for the benefit of our authorized agents, servants, employees and representatives to the same extent as they apply to us. The total amount of damages passenger may recover from Tez Jet LLC and from such authorized agents, servants, employees and representatives will not be more than our own liability, if any.

Nothing in these conditions of carriage:

Gives up or waives any exclusions or limitation of our liability available under the convention or applicable local law unless otherwise expressly stated in writing by Tez Jet LLC; or

Prevents us from excluding or limiting our liability under the convention or under any laws which apply or gives up any defense available to us thereunder against any public social security body or any person liable to pay, or who has paid, compensation for the death, wounding or other bodily injury of a passenger.

15.4. Death or Injury to Passengers

In the event of death or any other bodily injury suffered by a Passenger on board an aircraft or in the course of embarking or disembarking an aircraft, Tez Jet LLC liability (for international travel including domestic Flight Segment of international journeys) will be governed by the relevant provisions of the Convention, with certain exceptions, adaptations, modifications etc. as notified by the Civil Aviation Authority, Kyrgyz Republic, as amended from time to time, and shall be subject to the limits set forth under such provisions.

Notwithstanding the provisions of above, if Tez Jet LLC proves that the damage was caused by, or contributed to by, the negligence of the Passenger, Tez Jet LLC may be exonerated wholly or partly from its liability in relation thereto.

Tez Jet LLC is not responsible for any illness, injury or disability, including death, attributable to a Passenger's physical condition or for the aggravation of such condition.

Tez Jet LLC does not assume, and expressly disclaims, any liability to any passenger, person(s) or entities for any direct or indirect loss or damage, injury, disease, poor health or death caused to any such passenger or person(s) on account of any disease, epidemic or pandemic including COVID-19, or contracting any such disease, epidemic or pandemic, on board an Tez Jet LLC flight or in the course of any of the operations of embarking or disembarking or otherwise in the course of their journey with Tez Jet LLC.

15.5. Damaged, Delayed or Lost Checked-in Baggage

For damaged, delayed or lost Checked-in Baggage, Tez Jet LLC liability will be governed by the Convention as may be applicable, with certain exceptions, adaptations, modifications as notified by the Civil Aviation Authority, Kyrgyz Republic, and shall subject to such provisions (for international travel, including domestic Flight Segment of international journeys) not exceed U.S. \$20.00 per kilogram in case of a loss of Checked-in Baggage, and US \$ 4.61 per kilogram for damaged Checked-in Baggage. For delayed Checked-in Baggage, Passengers agree that Tez Jet LLC liability shall be limited and determined by Tez Jet LLC as per its discretion and based upon its prevailing policy.

Tez Jet LLC shall not pay any compensation to Passengers on account of any indirect, consequential or remote reasons attributable to Tez Jet LLC for lost, delayed or damaged Checked-in Baggage.

Tez Jet LLC will not be liable for lost, delayed or damaged Checked-in Baggage to the extent such loss, delay or damage is a result of inherent defect or quality of the Checked-in Baggage or any negligence on part of Passengers.

Tez Jet LLC shall not be liable for lost, delayed or damaged Checked-in-Baggage if it proves that it took all measures that could reasonably be required to avoid such loss, delay or damage or that it was impossible for it to take such measures.

If Tez Jet LLC proves that the negligence or other wrongful act or omission of the Passenger claiming compensation, or the person from whom he or she derives his or her rights caused or contributed to the loss, delay or damage to the Checked-in Baggage, Tez Jet LLC shall be wholly or partly exonerated from its liability to the extent that such negligence or wrongful act or omission caused or contributed to such loss, delay or damage to the Checked-in Baggage.

Passengers will be solely responsible for carriage of their Hand Baggage / personal belongings and Tez Jet LLC will not be liable for any loss or damage in relation thereto.

Tez Jet LLC assumes no liability for fragile or perishable articles. Tez Jet LLC will not be liable for loss or damage to articles not permitted to be carried in Checked-in Baggage of the Conditions of Carriage and applicable law.

In addition, Tez Jet LLC assumes no liability for wear and tear to Checked-in Baggage, which includes:

Broken wheels or base;

Loss of external locks or security straps;

Damage to any protruding part of the baggage;

Damage resulting from over-packing;

Damage to retractable luggage handles;

Scratches, torn zippers, straps and handles scuffing, denting, soiling or manufacturing defects;

Damage to perishable or fragile baggage; or

Any other wear and tear.

A Passenger shall be held solely responsible for any loss or damage caused by the Passenger's Checked-in Baggage to any other person or property, including Tez Jet LLC property and Tez Jet LLC will not be held liable to any third person in relation thereto.

15.6. General

- These liability exclusions and limits apply equally to Tez Jet LLC's agents, employees, and representatives.
- Tez Jet LLC is not liable for loss, delay, or damage arising from compliance with applicable law or passenger non-compliance.
- Liability is limited to recoverable, proven direct losses.
- Nothing herein waives Tez Jet LLC's rights under the Convention or local law.

15.7. Delay in Carriage of Passengers

Liability for delays on international travel (including domestic segments of international journeys) is governed by the Convention and Civil Aviation Authority notifications.

Liability is limited to proven, direct damages and will not exceed the limits prescribed under applicable law or the Convention.

16. TIME LIMITATION ON CLAIMS & ACTIONS

16.1. Notice of Claims

- Acceptance of Checked-in Baggage without registering complaints before leaving airport premises constitutes evidence that baggage was delivered in good condition.
- Passengers must verify that the identification number on the Baggage Tag matches the baggage received. If incorrect baggage is collected, Tez Jet LLC will take steps to retrieve it in accordance with applicable law.
- Claims for delayed baggage must be notified in writing within **21 (twenty-one) days** from the date the baggage was made available.
- Any right to damages is forfeited if an action is not brought within **21 days** from:
 - The actual arrival of the aircraft at the destination; or
 - The scheduled arrival time; or
 - The date carriage stopped.

16.2. General Procedure for filing a claim

A claim must first be filed with Tez Jet LLC before initiating any legal action.

- Claims must be submitted within **21 (twenty-one) days**.
- If the claim is rejected or no response is received within this period, the claimant may proceed with legal action.
- For delayed, damaged, or lost baggage, a **Property Irregularity Report (PIR)** will be drawn up and signed by both the passenger and Tez Jet LLC.
- Compensation claims must include:
 - Itemized list of affected baggage items (description, manufacturer, age);
 - Proof of purchase or ownership.
- For claims of physical damage, passengers must retain and, if requested, allow inspection of baggage.
- Replacement costs for damaged items must be approved by Tez Jet LLC before purchase; proof of purchase must be provided.
- Passengers must provide any additional information requested by Tez Jet LLC to assess claims.
- Passengers may be required to sign a statement of truth regarding the claim.
- Failure to comply with these requirements may reduce or void compensation.

16.3. Limitations of Actions

No action for compensation can be brought after **two years** from:

- Arrival at destination;
- Scheduled arrival; or
- Date carriage stopped.

Other claims or actions are similarly time-barred after **two years**, unless a different statutory limitation applies.

The applicable law of the court hearing the case will determine the calculation of the limitation period.

17. OUR REGULATIONS

Passengers must comply with Tez Jet LLC regulations in addition to these Conditions of Carriage. Regulations cover, but are not limited to:

- Unaccompanied minors;
- Pregnant women;
- Disabled or sick passengers;
- Carriage of animals (including service animals);
- Restrictions on electronic devices on board;
- Prohibited items in baggage;
- Limits on size and weight of baggage.

Note: In case of conflict, these Conditions of Carriage prevail (see Clause 2.4).

18. INTERPRETATION

- Paragraph titles are for convenience only and do not affect interpretation.
- Except as expressly stated, Tez Jet LLC excludes all liability for any costs, losses, or damages arising in connection with carriage or breach of these Conditions of Carriage.
- References to Civil Aviation Requirements (CARs) refer to the most recent versions, including all amendments.

19. PASSENGER GRIEVANCE REDRESSAL

At Tez Jet LLC, we strive to achieve the highest level of Passenger satisfaction and our teams are well trained to address your concerns. However, in the event you feel dissatisfied about our service, please contact us through any of the following:

Passengers agree and acknowledges that in case of any issues or concerns arising out of the Conditions of Carriage, any and all correspondences, summons and notices will only be deemed to have been validly served if the same is sent to the corporate office address of Tez Jet LLC and not at any other address, the details of which are as under:

Corporate Office Address:

Tez Jet LLC, Bld. 49A, Fuchik Str., Pervomay District, Bishkek City, Kyrgyz Republic - 720080

20. DISPUTE SETTLEMENT & GOVERNING LAW

These conditions of carriage shall be construed by, and governed in accordance with the Kyrgyz Republic laws. All disputes arising out of, or in connection with these Conditions of Carriage shall be settled by the courts or tribunals situated at of Bishkek, Kyrgyz Republic which shall have exclusive jurisdiction ousting the jurisdiction of any other courts or tribunal situated anywhere else to hear the matters in relation to these Conditions of Carriage.

21. MODIFICATION & AMENDMENTS

Tez Jet LLC reserves the right to vary, amend or alter these regulations at any time without any prior notice or liability.