**General information**

Ferghana International Airport LLC is one of the largest airports in the Ferghana Valley with a population of about 15 million people.

The airport is located just 5 km from the center of Ferghana in the Ferghana region (3.6 million people) of the Republic of Uzbekistan, which is quite convenient for passengers

in terms of transport logistics.

The airport was founded in 1938 and is a structural subdivision of Uzbekistan Airports JSC.

The main activity of the Fergana Airport is:

- the provision of ground handling services for aircraft;

- passenger service;

- cargo handling;

- mail processing.

After the reconstruction, the airport was certified in the first category of ICAO and accepts aircraft of all types, as eastern,

and Western production (including Boeing 767, Airbus-330, Il-76, An-124) as well as helicopters of all types.

There are regular flights to the city of Tashkent from the airport, as well as regular flights to major cities of Russia: Moscow, St. Petersburg, Kazan,

Novosibirsk, Irkutsk, Krasnoyarsk.

It is worth noting that in addition to regular flights, a large number of charter flights are carried out from the airport.

Airport Options

• The runway (18/36) has a geometric size of 2860x50 meters

• GMT time zone (summer / winter): + 5 / + 5

• Airport coordinates: 40.375740 north latitude, 71.751303 east longitude

• Airport Code (IATA): FEG

• Airport Code (ICAO): UTFF

• There is one common terminal in the airport building and a throughput of 400 passengers per hour.

**Airport Services**

**CIP Hall**

CIP (Commercial Important Persons) are high-performance meeting rooms for seeing off / seeing off a particular category of passengers. The hall is located on the ground floor opposite the Information Office

CIP rooms are specially equipped for comfortable waiting. In addition, there are services for expedited passage of passport, customs and immigration control separately from economy class passengers. The services of the CIP-hall are usually used by officials and delegations, as well as ordinary passengers who wish to additionally book an arrival / departure through the CIP-hall.

The CIP Hall of Ferghana International Airport includes:

- Expedited check-in procedures for flights, baggage drop-off / check-in;

- Passing passport and customs control out of turn:

- Personal support;

- Actual information about all departures and arrivals;

- Comfortable placement (upholstered furniture, TVs) and modern infrastructure;

- Bar with a wide range of drinks

- Free Wi-Fi;

**Ticket offices**

Ticket offices sell tickets to all destinations

Opening hours from 08:00 to 20:00

Tel: +99873 241-60-05

**Information bureau**

The information bureau is where you can get all the information about flights, the time of arrival and departure of the aircraft, the type of aircraft, find out about the flight schedule, information about baggage, as well as all questions regarding your flight. A help desk is open every day, including holidays, answering all your questions in person and by telephone.

Reference number: (+99873) 241-60-04

**For people with disabilities**

Ferghana International Airport provides airlines with services to assist in the movement of passengers with disabilities (the provision of wheelchairs, ambulift, etc.). Services for passengers with disabilities at the airport are free of charge.

To serve this category of citizens a prerequisite is a preliminary application for service. An application must be submitted 48 hours before the departure / arrival time indicated on the ticket.

Upon arrival at the airport, you need to call through the call desks, which are located on a special parking area of ​​the forecourt for cars of physically disabled passengers, either contact the airport information desk or call the phone number: +99873 241-60-04

**Currency exchange**

There are currency exchange points at the airport where you can exchange national currency for foreign currency and vice versa.

**Mother and baby room**

The mother and child’s room is located on the ground floor and is designed to serve departing passengers with children of preschool age (up to 7 years old) and disabled children under 14 years old, as well as women in the second half of pregnancy.

There is no charge for staying in the room of the mother and child.

The rooms have:

• A room equipped with a refrigerator, microwave, high chairs (dishes are not provided).

• Bedrooms equipped with cots and changing table

• A game room equipped with a maze, a children's slide, tables with chairs, a sofa, armchairs, a TV.

• A hall equipped with tables, chairs, a wardrobe for clothes, a rack-hanger, a wardrobe with cabinets for hand luggage and a TV. Shoe covers are issued at the entrance.

• Dressing room and bath.

Rules:

Passengers with infants, passengers with two or more children, and children with disabilities under 14 years of age enjoy the primary right of service in the mother and child’s room.

Passengers with children are accommodated in the mother and child’s room after the children are examined by medical personnel on duty and received a certificate of the established form, as well as upon presentation of a passport, child’s birth certificate, exchange card (for pregnant women) and a ticket or boarding pass.

Nutrition of children is organized at the expense of the persons accompanying them.

Preschool children and children with disabilities up to 14 years old are served with one adult.

The accompanying person should not leave the child unattended.

Responsibility for the safety and preservation of the health of children in the mother and child’s room, including in the playroom, rests entirely with the attendants.

Responsibility for the preservation of personal belongings rests with the attendants.

Limitations:

Passengers are allowed into the room of the mother and child only with hand luggage (baggage is handed over to the left-luggage office on the ground floor of the airport terminal).

Children with identified acute and infectious diseases are not allowed in the room of the mother and child.

Passengers with pets are not allowed in the room of the mother and child.

Drinking alcohol and being intoxicated is prohibited in the room of the mother and child.

**First-aid post**

The medical center is located on the ground floor of the airport terminal in the left wing at the entrance to the baggage claim area.

First-aid posts are equipped with all necessary equipment for first aid.

Specialists of the first-aid post will advise passengers on medical contraindications when using air transport. Employees of the first-aid post organize the delivery of sick and inactive passengers by ambulance, accompanied by a medical worker, to and from the aircraft.

Phone of the medical point: +99873 241-60-22

**Wifi**

At the Ferghana Airport Terminal, passengers can use the free Wi-Fi technology for wireless Internet access. Network Name: #uzcloud.

To connect to the network, you must go through the mandatory identification procedure by phone number. Internet speed is enough for surfing, viewing photos, communicating on social networks. Turn on your Wi-Fi network search and select #uzcloud network.

**Baggage tracing**

If upon arrival on the baggage claim tape you did not find your baggage, you need to contact the baggage tracing service.

To make an application (certificate) on the non-arrival of baggage you must have:

• boarding pass;

• tear-off luggage tag;

In the statement on the non-arrival of baggage, it is necessary to describe as accurately as possible your suitcase or bag, as well as their contents.

Receiving untimely luggage

You can pick up your luggage at the airport. Extradition is made in the search service.

To get lost baggage at the airport you need to have:

• tear-off luggage tag;

• the passport;

• PIR certificate of non-arrival of baggage.

Damaged luggage

If you find that upon arrival your baggage was damaged or some of the contents disappeared from it, you should immediately contact the baggage tracing service.

The employee will draw up the relevant act and explain to you the procedure for subsequent actions.

To draw up documents about damage or lack of content, you must have:

• ticket;

• tear-off luggage tag;

• damaged luggage.

If you left the baggage claim room without drawing up an act, you can only contact the airline carrier with a claim for malfunctioning baggage. After leaving the baggage claim room, a malfunction report on baggage transportation is not drawn up.

Baggage tracing department email: [claim.feg@uzbairports.uz](mailto:claim.feg@uzbairports.uz)

**ATM**

Passengers at Fergana Airport can use the services of ATMs, which are located on the ground floor at the airport terminal

**Luggage packing**

Passengers can travel calmly and not worry about the safety of their luggage, using the services of baggage packing.

In order to avoid difficulties with baggage screening at the entrance to the terminal complex, it is recommended to pack baggage after passing the initial screening. Independent baggage packing creates difficulties during pre-flight inspection and does not provide adequate protection for baggage transportation.

The cost of packing luggage (hand luggage) is 7000 soums per 1 seat \*.

\* Combining 2 luggage places into one is prohibited.

**Luggage storage**

Airport passengers can check in their luggage at the left-luggage office located on the 1st floor of the airport terminal.

Rules for using the left-luggage office:

Вещи Items are accepted for storage in any packaging that ensures safety, excluding free access to the contents, damage and contamination of other passengers' belongings and storage equipment.

 The weight of one piece of baggage should not exceed 30 kg.

 Fruits, vegetables and other products are accepted for storage only in packaging; the administration is not responsible for their natural damage.

 Glass and other breakable items are accepted only in the package with the inscription: "Caution - glass"

 Explosive, flammable, easily flammable and unpleasantly smelling substances are not accepted for storage. Weapons and cartridges for it, live bird and other animals, documents, money, jewelry.

 Things not received by the owner within 6 months from the date of acceptance for storage are considered unclaimed and sold in the prescribed manner.

Payment: Luggage storage is provided free of charge for passengers departing from Ferghana Airport. Luggage storage is 24 hours.

\* exceptions in failed situations, before the flight departure

**Free telephone service**

There is a free telephone service at the airport