

ioka travel Public Offer

Platform Services and the issuance of air and railway tickets

Version dated 18 September 2026. The effective date is determined under clause 12.3.

JV LLC "IOKA TRAVEL", a joint venture with foreign investment, Taxpayer Identification Number 310792355, offers to enter into a contract on the terms below. This Offer governs the Client's relationship with ioka travel when using the Platform, obtaining tickets issued on behalf of Suppliers and purchasing ioka travel's own services. The conditions of carriage are determined by applicable law and the relevant carrier.

1 Definitions

1.1. Contractor means JV LLC "IOKA TRAVEL", a joint venture with foreign investment, operating under the name ioka travel. The Contractor's details and contact information are provided in Section 12. The Contractor holds the exclusive rights to the ioka.uz online platform.

1.2. Platform means the website <https://ioka.uz> and its functions for searching travel options, issuing air and railway tickets, managing orders and providing information services to clients.

1.3. Client means an individual with legal capacity or a legal entity ordering services for itself or authorised to act in the interests of passengers. Consumer protection legislation applies to the Client in the cases provided for by that legislation.

1.4. Supplier means a carrier or an authorised organisation on whose behalf the Contractor issues the relevant ticket under an agency or subagency agreement. The carrier's name and information about the Supplier are disclosed before payment and included in the Order documents. Where insurance or other additional services are offered, Supplier also means the organisation identified in the Order that provides that service; its terms and price are disclosed separately before purchase.

1.5. Services means the Contractor's activities under this Offer in issuing tickets on behalf of Suppliers, together with its own Platform Services. The rules governing the respective types of contracts apply to these relationships. The price of carriage, Supplier charges and fees for the Contractor's separately ordered own services are accounted for separately. The Contractor's separate services for processing and assisting with ticket refunds are governed by clauses 4.6 and 5.11–5.16.

1.6. Personal Data means information relating to an identified or identifiable individual that is processed in connection with an Order and use of the Platform. Processing is carried out on the grounds and within the limits established by law and Section 8. Depending on the purpose, these may include full name, date and place of birth, identity document details, address, telephone number, email address, IP address and website usage information.

1.7. Processing of Personal Data means collecting, organising, storing, modifying, supplementing, using, providing, transferring, anonymising, destroying and performing other actions with Personal Data permitted by law, by automated or non-automated means and on a lawful basis.

1.8. Personal Account means the section of the Platform accessible after registration or authentication. It enables the Client to view documents and order history, use interactive order management functions, receive notifications and request information support. The functions and the period for which they are provided are specified in Appendix 1. The mere existence of a Personal Account does not authorise any debit without a contract for paid services. Authentication uses personal account credentials and the verification provided by the Platform. The Personal Account also allows Orders to be placed and invoice status to be viewed; retaining passenger details for future purchases is governed by clause 8.7.

1.9. Order means the Client's request with a unique number, passenger information, selected tickets and ordered services. One Order may contain several tickets.

1.10. Platform Services means the functions and information support described in Appendix 1 and provided without a separate fee under this version. The fee for the Contractor's own additional services means the price agreed with the Client for a separately ordered service, including services under clauses 5.11 and 5.13. A Supplier charge means an amount lawfully set by a Supplier for the relevant service. The Contractor's fees and Supplier charges are disclosed separately; the general description "service fee" does not replace information about the service provider and the substance of the service.

1.11. Booking System means a Supplier's information system or a distribution system used by it to confirm seats, prices and ticket issuance. The respective systems and rules apply to air and railway tickets. GDS means global distribution systems used by airlines to book and sell air tickets.

2 Subject matter and formation of the contract

2.1. At the Client's request, the Contractor books and issues air and railway tickets within its authority under agreements with Suppliers. The Contractor provides Platform Services without a separate fee, with the scope and duration specified in Appendix 1. The contract of carriage is concluded with the carrier; the Contractor is responsible for performing its own obligations. At the Client's separate request, the Contractor also provides its own services on ticket refunds within the scope and on the terms of clauses 5.11–5.16.

2.2. Before the contract is concluded, the Client receives the Offer and Appendix 1, information about the carrier and Supplier, the material terms of the selected fare, exchange and refund rules, the scope and price of the Contractor's own services and the total amount payable. The Client can save this information. Information is provided in the state language or another language agreed by the parties. The terms and rates of ioka travel's own ticket refund fees are disclosed before ticket purchase; the specific calculation is provided again before the refund service is confirmed.

2.3. Acceptance takes place through the Client's affirmative confirmation of agreement to the Offer and confirmation of the Order, followed by payment. When ordering separate paid services from the Contractor, the Client separately confirms their scope, price and duration. The relevant boxes are not preselected. Browsing the website, registering and searching for travel options do not in themselves create an obligation to pay for additional services. Acceptance must be complete and unconditional; changes to the terms require a separate agreement with the Contractor.

2.4. No separate fee is charged under this version for using the Platform functions under Appendix 1 when placing Orders containing railway tickets. Placing such an Order does not require purchasing a paid package. This does not remove payment obligations for tickets, lawful Supplier charges or separately ordered additional services, including ticket refund services under clauses 5.11–5.16.

2.5. The Contractor sends the Client an Order confirmation stating the number, services, price, date and applicable version of the Offer. Electronic records of consent are retained to the extent necessary to perform the contract and prove its formation.

2.6. The terms of the carrier's selected fare apply to carriage and that carrier's services. They do not replace ioka travel's obligations concerning its own services or the rules for refunding fees for separately ordered paid services. The Offer does not restrict the Client's rights or benefits established by mandatory legislation.

3 Terms and procedure for providing services

3.1. The Client provides accurate information needed to book and issue tickets and checks passenger details, route, dates, price and refund conditions before confirming the Order. When obtaining a ticket for another person, the Client must have a lawful basis for providing that person's data and ensure that the necessary documents and travel conditions are communicated to them. To place an Order, the Client registers or signs in. If the Platform creates an account automatically for the first Order, the Client is informed beforehand; creation of the account does not constitute consent to advertising.

3.2. Seat availability and prices are supplied by the Supplier. Booking hold and payment deadlines are displayed in the Order under the rules of the relevant system. Before ticket issuance is confirmed, the Supplier may change seat availability and prices in the cases permitted by law and its rules. If the total amount changes after the Client has confirmed it, the Contractor requests renewed consent; additional debits without consent are not permitted. In particular, an air reservation created more than 30 minutes before payment and ticket issuance may be changed or cancelled by the airline through the GDS under its rules. This period does not guarantee the price or seat: the deadline displayed for the specific reservation prevails. The Contractor takes steps to notify the Client by email or telephone and is not liable for a lawful airline price change where the Contractor has committed no breach.

3.3. After receiving payment, the Contractor transmits the information required to issue the ticket. A successful debit does not in itself confirm that a ticket has been issued. If the ticket is not issued, the Client is notified and receives a refund under Section 5 or, at the Client's separate choice, obtains another travel option.

3.4. Requests for changes, exchanges and refunds are accepted through the available Personal Account functions and the contact channels in Section 12. The Client is informed of receipt and the status of the request. Submission does not yet mean that the Supplier has confirmed a change or refund. The Contractor processes requests taking account of statutory deadlines and the carrier's rules. The Client initiates available changes independently through the website without a personal manager. Change and cancellation deadlines and permissible Supplier deductions and penalties are disclosed before the relevant action is confirmed.

3.5. The Contractor sends the electronic ticket and legally required payment document to the email address provided by the Client or by another agreed electronic method. Initial delivery of the ticket and payment document, mandatory information about carriage and consideration of complaints do not require a separate additional payment.

3.6. Ticket issuance is confirmed by the creation of a valid travel document in the relevant system. If the document is not received, the Client contacts support; the Contractor checks its status and resends the available document. The Contractor does not withhold the ticket or payment confirmation because of a dispute over the price of the Contractor's additional services.

3.7. Upon discovering an error, the Client promptly contacts the Contractor. The possibility of correcting information and the need for reissuance are determined by law and the carrier's rules. Errors attributable to the Contractor are corrected at its expense within the scope of its liability. Errors made by the Client do not release the Contractor from considering the request and explaining the available correction methods. Confirmed Orders are processed automatically; data already sent to the Supplier cannot always be corrected. If the carrier's rules do not permit correction, the Contractor explains the cancellation and rebooking procedure, price and refund conditions.

3.8. Platform Services are provided under Appendix 1. The Contractor provides access to the agreed functions and information support regarding their use. Access provision and material actions relating to the Order are evidenced by electronic records in compliance with personal data legislation.

3.9. The Contractor announces planned access restrictions through the Platform. In the event of a failure, it takes steps to restore operation and provides an alternative means of obtaining an already issued ticket, submitting a request and receiving mandatory information. The consequences of failing to provide agreed functions are governed by the Offer and the law.

3.10. Changes to or cancellation of a journey are communicated after reliable information is received from the Supplier. The Contractor is responsible for properly performing its own information obligations but does not guarantee carriage or seat availability, which depend on the Supplier.

3.11. Air fare rules are emailed to the Client after reservation in Russian and/or English in the version available from the Supplier. Before payment, the Client may obtain an explanation in Uzbek

or Russian through the contacts in Section 12. Not requesting an explanation does not waive the Client's mandatory rights or the Contractor's information duties.

4 Prices and payment procedure

4.1. Before confirming payment, the Client separately sees ticket prices and charges set by Suppliers, the price of separately selected paid services, and the total amount. If a charge is already included in the ticket price, it is not added again. The recipient of the corresponding income is identified in the Order details.

4.2. The confirmed Order is paid in the amount of 100 percent of the displayed total. No separate fee for the Platform functions under Appendix 1 or additional remuneration for processing the payment is charged to the Client. Fees for separately ordered ticket refund services are governed by clauses 4.6 and 5.11–5.16.

4.3. Payments are made in Uzbek soums through payment systems or by transfer to the Contractor's bank account. Non-residents may pay by card in freely convertible currency or transfer funds to a foreign-currency account under a foreign trade contract only where and as permitted by currency legislation; the terms are disclosed before payment. The Contractor's own prices include applicable taxes; if the Contractor is a VAT payer, VAT is included in the stated price.

4.4. The payment obligation is fulfilled when the confirmed amount is credited to the Contractor's bank account under the applicable payment procedure. No payment acceptance commission under this Offer is passed on to the Client. For a permitted foreign-currency transfer, charges of the Client's bank and correspondent bank may be payable by the Client under a separate banking agreement within lawful limits; these are not ioka travel fees and are not deducted again by the Contractor.

4.5. The Contractor receives fees for separately ordered own services as payment for its own obligation to the Client. Amounts for carriage and Supplier services are accepted by the Contractor in its respective agency capacity. Payment may be made in a single transaction, provided that the Order components are shown separately and correctly recorded for fiscal purposes. A unilateral increase in the price of an issued ticket or a charge not previously agreed is not permitted.

4.6. The Contractor's own additional services are described, priced and agreed with the Client before performance and payment. The ioka travel fee for processing an air ticket refund is 8% of the fare amount, subject to clause 5.11. The ioka travel fee for its own service assisting with any railway ticket refund is UZS 25,000 per ticket being refunded, subject to clause 5.13. These fees are payment for the Contractor's own services and are accounted for separately from the carrier's charges and deductions. The consent procedure and exceptions in clauses 5.14–5.16 apply.

4.7. Card payments use the acquiring bank's internet acquiring system. UZCARD, HUMO, VISA and Mastercard are accepted where the relevant method is available for the Order. Payment system logos appear on the website, including the payment page and footer. International cards use 3-D Secure where required by the bank and payment system; UZCARD, HUMO and other methods use their applicable authentication procedures. A one-time code received by SMS or another secure notification is entered within the designated payment process. The transaction is confirmed after the required verification succeeds.

4.8. Card details are entered on the secure page of the acquiring bank or another authorised payment participant. Transmission is protected by TLS encryption; obsolete insecure SSL versions are not used. The payment participant's card data processing must comply with applicable PCI DSS requirements. The Contractor does not receive or store the full card credentials: the full number together with the expiry date and CVV/CVC code. The Contractor does not request the PIN, banking application password or verification code outside the designated payment process.

4.9. The Contractor does not control the payment provider's hardware or software. If funds are debited but the payment is not authorised because of a provider failure, the responsible payment participant reverses the transaction under the applicable procedure. The Contractor accepts the enquiry, checks its records and assists communication with the payment participants. This does not

exclude its liability for its own actions or monetary obligations. The Client may also contact the card issuer about a disputed transaction.

4.10. To prevent fraud, the Contractor and acquiring bank use measures under the acquiring agreement: payer authentication, transaction monitoring, limits on amounts, number and frequency of transactions, temporary blocking of suspicious transactions, additional verification and refusal of transactions. Where fraud is suspected or applicable payment rules are breached, the Contractor may suspend or refuse payment or cancel the Order within the law and its banking agreement. Verification requests must be proportionate; the Client is informed to the extent legally permitted. Refunds follow Section 5; no fee is retained for an unprovided service.

4.11. The Client uses the payment instrument on a lawful basis. An erroneous duplicate debit or technical duplication of an Order does not create an obligation to pay again for the same separately ordered service; the Contractor checks the event and returns any excess received. The Client confirms lawful possession and use of the card and the accuracy of payment information; the person responsible for unlawful use is liable under applicable law.

4.12. A fiscal document is generated and provided to the Client as required by law. It correctly distinguishes ticket sales in an agency capacity from the Contractor's own services, using the appropriate details, classification and tax treatment.

5 Ticket exchanges and refunds

5.1. Air ticket exchanges and refunds are processed daily from 09:00 to 18:00 Tashkent time (UTC+5), under the law and fare rules disclosed before payment and sent after reservation. Railway tickets are governed by railway legislation, the Rules for the Carriage of Passengers, Baggage and Cargo Baggage and the rules for the relevant service. Refunds of fees for the Contractor's separately ordered own services are governed separately by this Section.

5.2. A request may be submitted through the available Platform functions or to support@ioka.uz, including outside processing hours. The Contractor acknowledges receipt, supplies the necessary information and forwards the request to the Supplier within its authority. Air exchange and refund processing hours are set out in clause 5.1; general support hours are in clause 12.2. The Client must consider departure time and fare deadlines; support hours do not extend carrier deadlines. A Platform failure does not prevent use of another available contact method.

5.3. Before the refund is confirmed, the Contractor provides the Client with a calculation showing the price of carriage, Supplier deductions permitted by law and the fare, the separate ioka travel fee under clause 5.11 or 5.13 where chargeable, any refundable fee for the Contractor's separately ordered own services and the final amount refundable to the Client. A Supplier charge is not charged again if already included in the Supplier's calculation. No additional Contractor fee is charged merely for accepting a complaint or refunding its unprovided service. The carrier's charge for processing a railway ticket refund applies only on a proper legal basis, taking account of applicable exemptions and benefits; ioka travel's own fee neither replaces that charge nor circumvents those exemptions.

5.4. The price of unissued tickets is refunded in full unless mandatory law requires otherwise. Excess amounts debited in error or twice are refunded in full. No fee is retained for the Contractor's own services entirely unprovided through its fault. No separate fee for the Platform functions under Appendix 1 is charged or deducted from refundable funds.

5.5. A ticket refund and settlement for a separately ordered paid service of the Contractor are considered separately. The grounds and amount of a refund for that service are determined taking account of actual performance, the terms of its order and the Client's mandatory rights. The calculation is provided to the Client. Ticket refund services are subject to the special terms of clauses 5.11–5.16.

5.6. If a separately ordered paid service cannot be provided, the Contractor informs the Client of the reason and the settlement procedure in accordance with law and the service terms. No fee for

an unprovided service is retained in the cases provided for by law and the Offer. If the ticket refund is not processed, clause 5.16 applies.

5.7. The Client may stop using the Platform functions under Appendix 1 without a separate termination fee. Such cessation does not in itself invalidate a ticket or terminate obligations under an existing Order. Withdrawal from a separately ordered paid service and the related settlement are governed by law, the agreed service terms and this Section.

5.8. If the Contractor's own service is provided improperly, the Client retains statutory rights to rectification, a price reduction, termination, a refund and compensation for losses. Ticket issuance alone does not establish performance of a separately ordered paid service. The Contractor substantiates the fact and extent of its performance.

5.9. Amounts refundable after lawful deductions on amendment or cancellation of an Order are returned no later than five banking days after receipt of the Client's request, or sooner where required by law. The same period applies to refunds of the Contractor's own fee where a refund ground exists. The Contractor reports refund status and reasons for delay; awaiting Supplier funds does not discharge its own statutory or contractual obligations.

5.10. Refunds are made to the original payment instrument or, where objectively impossible, by another agreed lawful method after verifying the recipient. Credit towards future journeys or an internal balance is permitted only at the Client's separate choice. The Contractor provides confirmation of the refund and a payment document where required by law.

5.11. The ioka travel fee for processing an air ticket refund is 8% of the fare amount. The calculation base is the fare amount for the ticket being refunded, as stated in the ticket or confirmed by the Supplier's system; separately stated taxes, charges and the Contractor's own services are excluded. For a partial refund, the fare amount attributable to the part of the carriage being refunded is determined from the carrier's calculation. For multiple air tickets, the fee is calculated per ticket. The calculation base and the specific fee in soums are disclosed to the Client before confirmation of the service. The fee is subject to clauses 5.14–5.16.

5.12. A low-cost airline's particular fare may prohibit voluntary exchanges or refunds. The disclosed terms of the selected ticket apply, while mandatory rights on flight cancellation, breach of carriage obligations and other statutory grounds remain intact; this Offer contains no general waiver of those rights.

5.13. For ioka travel's own service assisting with the processing of any railway ticket refund at the Client's separate request, the fee is UZS 25,000 per ticket being refunded, irrespective of train category or fare amount. The service includes checking the refund calculation, preparing and forwarding the agreed request to the Supplier, communicating with the Supplier to process the refund and providing the result to the Client, solely to the extent that these are independent actions not included in the functions under Appendix 1, other services already paid for or duties performed without additional payment. This fee is not a carrier charge and is not charged merely for access to the Personal Account, submitting a request, viewing its status or other functions under Appendix 1. It applies only within the limits permitted by law, the rules for the relevant railway service and the Contractor's authority under its agreement with the Supplier. If the actions in substance form part of an operation for which the carrier sets the charge, that established charge applies; the additional own fee of UZS 25,000 is not charged for the same actions.

5.14. The fees under clauses 5.11 and 5.13 are not charged for receiving or considering a complaint, correcting the Contractor's error, returning funds debited in error or twice, refunding the price of an unissued ticket or an unprovided service, or performing duties that the Contractor must perform without additional payment. No fee is charged for an involuntary refund following cancellation or breach of carriage by the carrier where applicable mandatory rules require a refund without that charge, or in other cases of statutory exemption. No separate fee is charged for actions already paid for as part of another service. Declining an additional service does not deprive the Client of the right to submit a refund request, obtain mandatory information or receive performance of statutory and existing contractual duties.

5.15. Before a separate paid service begins, the Client is informed of its scope, the basis and amount of the fee, the calculation of carrier deductions and the final refund amount. The Client confirms the service order and its price through a separate affirmative action on the Platform or an agreed electronic message; preselected boxes are not used. Deduction of the Contractor's own fee from refundable funds requires the Client's consent to that payment method. If refundable funds are insufficient, separate payment requires the Client's agreement; no automatic additional debit is made. The stated fee includes applicable taxes under clause 4.3. The Contractor retains evidence of consent and records its own fee and Supplier amounts separately in the transaction documents.

5.16. The fees under clauses 5.11 and 5.13 accrue after the agreed service has actually been performed and the Supplier has confirmed that the refund has been processed. If the refund is not processed, including where the Supplier refuses it, no such fee accrues and any prepayment for that service is returned under clauses 5.9–5.10. Repeated requests relating to the same refund being processed do not in themselves create a new fee. Refunds of the fee for improper performance and the Contractor's liability are governed by law and this Offer.

6 Liability of the parties

6.1. The parties are liable for failure to perform or improper performance of their own obligations in accordance with the law and this Offer.

6.2. The carrier is liable for carriage to the extent established by law. The Contractor is responsible for its own actions in processing the Order, delivering documents, providing the agreed Platform functions, the accuracy of information it provides, handling requests and payments within its obligations. Referring to a third party does not release the Contractor from liability for its own breach. Exemption from liability for inaccurate or late Client information, failures of the Client's equipment or connection, third-party actions or other external events requires a statutory basis and a causal link to the breach. Changes, cancellations, rescheduling or delays in carriage fall within the relevant carrier's responsibility, without excluding the Contractor's liability for its own fault.

6.3. The Client is responsible for the accuracy of the information supplied, lawful use of the payment instrument and actions on behalf of other passengers. The Contractor takes account of the nature of the breach and its causal connection with the consequences; a formal error is not grounds for denying the Client's statutory rights.

6.4. The extent of liability is determined by applicable law, taking account of the obligation breached. The Offer does not exclude or reduce compensation required by mandatory provisions, including compensation for losses and moral harm in the cases provided for by law.

6.5. If an individual term of the Offer conflicts with a mandatory provision, that provision applies. The remaining terms remain effective to the extent permitted by law.

7 Requests and dispute resolution

7.1. Requests and complaints are accepted through the Platform, at support@ioka.uz and at the Contractor's postal address. The Client is advised to state the Order number, reply contact and substance of the request. Absence of an Order number does not prevent consideration if the Order can be identified from other lawfully supplied information.

7.2. The Contractor records the enquiry, acknowledges receipt and provides a reasoned response within the applicable statutory period. Where no special period is set, it handles the enquiry without unjustified delay and informs the Client of the response timeframe in light of its subject matter. Handling an enquiry does not extend any refund or other performance deadline under law or this Offer.

7.3. The Client may apply to a competent government authority or court. A consumer retains the statutory choice of court. The Offer does not impose exclusive jurisdiction at the Contractor's location on consumers or make contacting support a mandatory prerequisite for judicial protection.

7.4. Disputes with legal entities and other clients who are not consumers within the meaning of the law are heard by the competent court at the Contractor's location where procedural law permits such agreed venue. Exclusive jurisdiction and other mandatory procedural rules remain applicable.

8 Confidentiality and Personal Data

8.1. The Contractor processes data necessary to conclude and perform the contract, arrange travel, provide access, process payments, consider requests, protect legitimate interests and fulfil statutory duties. The data collected must correspond to the specific purpose; excessive information is not requested. The Contractor takes the organisational and technical measures required by law to maintain confidentiality and protect data against unlawful access, disclosure, alteration and destruction.

8.2. Processing takes place on a proper legal basis under the Law of the Republic of Uzbekistan "On Personal Data". Where consent is required, it is requested in the legally prescribed form, with information on the purposes, data categories, operations and recipients. Consent to advertising is obtained separately from consent to a paid service.

8.3. Before data is transferred, the Client receives a privacy policy containing the necessary information about the data operator, categories of recipients, retention periods, cross-border transfers and ways to exercise rights. Suppliers and technical service providers receive only the data necessary for the relevant lawful purpose, subject to confidentiality and security requirements.

8.4. Cross-border transfer and storage of data comply with current legislation, including special rules for particular data categories. Acceptance of the Offer does not constitute unrestricted consent to disseminate data or use it beyond the disclosed purposes.

8.5. The Client may exercise statutory rights to information about processing, correction, cessation of processing and withdrawal of consent by contacting support@ioka.uz. Following withdrawal, the Contractor ceases actions based solely on that consent while retaining processing for which another lawful basis exists, within the permitted scope.

8.6. Personal Data is retained no longer than necessary for the lawful purpose or required by law. Once the grounds for retention cease, it is deleted or anonymised in the prescribed manner. Cessation of use of the Platform does not entail immediate destruction of documents that must be retained by law.

8.7. For convenience in future purchases, passenger and identity document details may be saved in the Personal Account at the Client's separate choice and with a lawful basis for each passenger. Declining this storage does not prevent the current Order. The Client can amend or delete a saved profile; records of completed transactions continue to be retained where required by law.

9 Force majeure

9.1. Exemption from liability is permitted where circumstances are extraordinary and unavoidable in the given conditions and are causally connected with the breach, as required by law. Merely naming an event in the Offer does not establish that it constitutes force majeure. Such events may include war, civil unrest, strikes, fires, explosions, floods and other natural disasters, embargoes and acts or omissions of authorities in Uzbekistan or other countries, where they meet the statutory criteria and directly prevent performance.

9.2. Immediately after learning of the obstacle, the affected party notifies the other in writing, including through an agreed email address, reports its expected effects, takes steps to mitigate loss and provides appropriate evidence supporting exemption from liability.

9.3. Ordinary technical failures, software errors, counterparty breaches or lack of funds are not automatically treated as force majeure. Refunds for unprovided services and the Client's other mandatory rights are determined by law and Section 5, independently of any grounds for exemption from damages.

9.4. If force majeure continues for more than 30 calendar days and materially affects a party's rights and interests, that party may give written notice terminating the affected contract. Termination takes effect 30 calendar days after the notice is sent. This does not limit an earlier statutory termination right. On termination, the parties settle under Section 5 and mandatory law; exemption from damages does not authorise retention of money without a legal basis.

10 Special terms for carriage and use of the Platform

10.1. The Client checks that passenger details match the identity document, and verifies the required domestic or international passport, visas, entry and transit permissions, vaccinations, insurance and other documents for the destination and transit countries. If details change, reissuance requirements and the available fare follow the carrier's rules and the law. The Contractor provides the mandatory information it is obliged to supply but does not replace competent authorities on entry permissions.

10.2. Passengers must follow the rules for the relevant mode of transport: permitted baggage and cabin baggage weight, dimensions and number, check-in and boarding, dangerous goods restrictions and prohibited items. When using online check-in, passengers review and confirm the carrier's terms under the applicable procedure. Air check-in, low-cost airline and air fare rules do not automatically apply to railway tickets.

10.3. Mandatory railway fares, charges, benefits, grounds for refund and the extent of carrier liability are determined by applicable legislation and the rules for the relevant type of railway service. The Offer does not change the carrier's fare or authorise the Contractor independently to set a regulated charge or a charge within the carrier's competence.

10.4. Where statutory benefits exist, the Client is informed of how they apply. The fee for the Contractor's own additional services is not used to circumvent a mandatory payment exemption if that exemption applies to the service in substance.

10.5. Prices in preliminary searches and promotional messages are informational and reflect Supplier availability at that time. For air reservations, the price is updated when details are entered and confirmed in the GDS if seats are available; retention of that price is subject to clause 3.2. Before final confirmation, the Client sees the current ticket price, all mandatory charges and the total. A material change to the service, date, route or agreed price requires renewed consent.

10.6. If multiple reservations are created for the same passenger on the same flight, the airline may cancel duplicate reservations, including lower-priced ones, where permitted by its rules and the law. The Contractor communicates the known reason and available resolution procedure. This does not authorise retention of the price of an unissued ticket or unprovided service.

10.7. The right to obtain an already issued ticket, mandatory information and payment documents and to seek protection of an infringed right continues after use of the Platform ceases. Resending existing electronic documents in response to such a request does not require ordering an additional paid service.

11 Information messages

11.1. Messages concerning contract formation and performance, tickets, travel changes, payment, security and requests are sent to the contact details supplied by the Client to the extent necessary. Additional notification settings are determined by the functions and Appendix 1. Email and/or SMS are used. Flight delay and cancellation notices rely on airline information received through automated channels; the Contractor is not responsible for missing or inaccurate carrier information where it has not breached its own duty to inform.

11.2. Advertising and promotional messages are sent subject to separate prior consent where required by law. Refusal of advertising does not prevent ticket issuance, use of paid services or receipt of mandatory messages. The Client is provided with a simple way to unsubscribe. This also applies to news and offers from ioka travel's partners.

11.3. Telephone conversations may be recorded with appropriate notice and compliance with the law. Recordings are used to handle requests, confirm agreed actions and monitor quality within the disclosed purposes and retention periods.

11.4. The Contractor does not use acceptance of the Offer as consent to unrestricted transfer, dissemination or use of the Client's Personal Data for purposes unrelated to the stated grounds for processing.

12 Contract duration and Contractor details

12.1. The contract for a particular Order remains effective from acceptance until the obligations are performed. The period for providing the Platform functions is set in Appendix 1. Termination of access does not terminate payment settlement, complaint handling or document retention obligations in the cases prescribed by law.

12.2. Contractor: JV LLC "IOKA TRAVEL", a joint venture with foreign investment, Taxpayer Identification Number 310792355. Service name: ioka travel. Registered address: Republic of Uzbekistan, Tashkent City, Mirzo-Ulugbek District, Lashkarbegi Mahalla Citizens' Assembly, 11A Qori-Niyoziy Street. Website: <https://ioka.uz>. Email: support@ioka.uz. Telephone numbers: +998 78 113 61 72; +998 91 778 60 40. Support hours: 09:00 to 21:00, Tashkent time (UTC+5). Air ticket exchanges and refunds are processed under the separate schedule in clause 5.1.

12.3. This version takes effect thirty calendar days after its publication date on the Platform. The publication date and effective date are displayed on the page where the Offer is published. The Contractor announces subsequent changes to the electronic marketplace's service rules at least thirty days before they take effect, except in the cases provided for by law. Previously concluded contracts remain subject to the terms agreed when they were concluded unless the parties lawfully agree otherwise.

12.4. An archive of previous versions and information about the current version are available to the Client on the Platform. A price change does not create an obligation to pay extra for a previously ordered paid service or reduce the services already paid for.

12.5. Appendix 1 forms part of the Offer and sets out the terms for using the Platform functions for Orders containing railway tickets. If it conflicts with a mandatory provision, the law applies; otherwise, the Appendix's special terms apply to those functions.

12.6. Where a separate agreement has been concluded with a Client that is a legal entity or entrepreneur, that agreement's special terms apply to the relevant relationship to the extent permitted by law; this Offer applies to matters not governed by that agreement where the agreement so provides or the parties so agree. Changes to rates and notices to that Client follow the procedure and periods established by the separate agreement and law. Publication of a new version of the Offer does not in itself amend individually agreed terms or replace an amendment agreement where one is required.

Terms for using the Platform functions

Appendix 1 to the ioka travel Public Offer

1 Functions and terms of provision

1.1. The "ioka travel Platform Services" functions are provided for an Order containing railway tickets. Under this version of the Offer, no separate fee is charged for these functions, irrespective of train category or ticket price. No automatic charges or recurring debits are made for these functions. This does not remove payment obligations for tickets, lawful Supplier charges or separately ordered additional services.

1.2. The functions include interactive management of Order data and settings in the Personal Account within the available operations; organisation and storage of the Order's electronic documents for repeated viewing and downloading; viewing action history and status; additional notifications under selected settings; and information support on using these functions.

1.3. Interactive management enables the Client to initiate a request, track its processing and view information changes. It does not replace the legal transaction of exchanging or returning a ticket or guarantee Supplier approval. The Contractor's own additional service on a railway ticket refund under clause 5.13 of the Offer is ordered and paid for separately only in compliance with clauses 5.14–5.16. No fee is charged for functions and actions provided without separate payment under this Appendix.

1.4. No separate payment acceptance commission is charged to the Client. Booking and issuance of the travel document in the Supplier's system take place within the Contractor's agency authority. Initial delivery of the ticket and receipt, mandatory notifications, correction of the Contractor's errors, acceptance of complaints and other statutory duties are provided regardless of whether additional paid services are ordered.

1.5. A new railway Order is placed on the terms of clause 2.4 of the Offer. Cessation of use of the Platform functions does not in itself invalidate a ticket. The Client retains ways to obtain mandatory information, documents and assistance with performance of the contract already concluded.

2 Access period and evidence of performance

2.1. Access to the functions is provided in connection with the relevant Order without separate payment. It is maintained until the last journey under the Order's valid railway tickets is completed or, on exchange, cancellation or refund, until related enquiries and settlements are completed. An agreed rescheduling adjusts the period accordingly. Travel dates and processing status are shown in the Order.

2.2. If a ticket is not issued, funds are refunded under clause 5.4 of the Offer. Discontinuation of journeys or use of the functions does not prevent the Client from obtaining information and documents needed for a refund, consideration of a complaint or confirmation of a calculation.

2.3. Performance is evidenced by functioning features, document availability and electronic records of actions relating to the Order. The Client's failure to use an available function does not in itself mean that access was not provided.

2.4. The functions are provided throughout the period specified in clause 2.1 of this Appendix. Ticket issuance or a single notification does not constitute full performance of all access obligations. The Contractor considers reports of failures, restores access and applies the remedies provided for by law and the Offer.

3 Information and Client consent

3.1. Before payment, the Client is shown ticket prices, Supplier charges, the price of separately selected paid services, the Order total, a link to the Offer and the refund rules. Information about

the functions under this Appendix and their period of provision is available before Order confirmation; no separate fee for them is included in the total.

3.2. Separate paid services are ordered with the Client's consent under the Offer; clauses 5.11–5.16 apply to ticket refund services. Consent to advertising or data processing for optional purposes is obtained separately and is not combined with consent to a paid service.

3.3. The Order confirmation separately lists tickets, any Supplier charges, the Contractor's separately ordered paid services and the total amount. Fiscal documentation and refund rules apply under Sections 4 and 5 of the Offer.