

# UK & NORTHERN IRELAND

## LOCAL SALES CONDITIONS (LSC) FOR EMIRATES SKYCARGO

Valid from 01 November 2022



These Local Sales Conditions apply to all sales of air cargo transportation departing from the **United Kingdom & Northern Ireland** including services incidental thereto, by or on behalf of Emirates SkyCargo. These Local Sales Conditions set out the specific booking and operational conditions which apply to Emirates SkyCargo cargo transportation sales in the **United Kingdom & Northern Ireland**.

We reserve the right to modify these Local Sales Conditions at any time and without notice we therefore, advise you to check the latest document regularly for updates and in particular, prior to making any new bookings.

### **Carriage of Cargo by Emirates SkyCargo is governed by the following:**

- (i) Conditions of Carriage for Cargo and Conditions of Contract as displayed on the back of the Air Waybill can also be found at: <https://www.skycargo.com/conditions-of-carriage/>
- (ii) Local Sales Conditions, as applicable by country

These Local Sales Conditions are governed by and in accordance with the above mentioned conditions. Except as otherwise stated, in the event of any discrepancies and/or inconsistencies the order of precedence shall be as listed above (i) to (ii).

The Shipper and/or the representing Agent (referred to as "Customer" hereinafter) are deemed to accept the above mentioned documents in full for all bookings for Carriage of Cargo by Emirates SkyCargo.

### **Rate Applicability**

Emirates SkyCargo rates for cargo transportation are based on the booking information provided by Customer, excluding any applicable surcharges, taxes, levies, fees and other charges (e.g. related to screening, customs, DGR handling, etc.). Rates may be modified in the event of any change in the booking details.

The Emirates SkyCargo rates applicable for each booking are based on the country of and point of sale in Euro excluding fuel surcharge. The calculation of the applicable fuel surcharge will be as per the fuel surcharge mechanism available at <https://www.skycargo.com/shipping-services/fuel-index/>

Emirates SkyCargo reserves the right to terminate rates on the published tariff sheet with two (2) weeks' notification. Emirates SkyCargo also reserves the right to amend, add or subtract surcharges (subject to applicable laws and regulations) on fuel, security, or external cost factors beyond its control and any such changes will be published with seven (7) days' notice.

Weight breakpoints are only applicable for Emirates SkyCargo's net-rates, as specified on the published tariff sheet.

# UK & NORTHERN IRELAND

## LOCAL SALES CONDITIONS (LSC) FOR EMIRATES SKYCARGO

Valid from 01 November 2022



### 1. Spot/Ad hoc Quotes

A spot or ad hoc quote is a one-time rate offered based on shipment details provided at time of the quote. All spot or ad hoc quotes are valid for seven (7) days only and should be accepted and booked within that period to avail the quote price.

The spot or ad hoc quote reference numbers should be provided at the time of booking to avail the spot or ad hoc quote rate. Capacity on spot or ad hoc based cargo is subject to availability and approval by Emirates SkyCargo.

### 2. Charges Collect

The Emirates SkyCargo team at your respective station(s) will specify the applicability of Charges Collect by destination.

### 3. Other Charges

Applicable surcharges, taxes, duties, fees and other charges are applicable as mentioned in this document (see Annexure 1) or through your local Emirates SkyCargo office. We advise you to consult them regularly in case of changes, and particularly, prior to making a booking.

Ground Handling Agents (“GHA”) may apply additional charges not included in the surcharges and other charges specified in this document. Please check with the local Emirates SkyCargo office for details.

### 4. Booking Conditions

Cargo shipment bookings for Emirates SkyCargo should be made in accordance with the terms of the Local Sales Conditions, either online via [www.SkyCargo.com](http://www.SkyCargo.com) or via other contracted booking portals, or via a direct connection (system-to-system), by email, or by telephone using the contact details of the Emirates SkyCargo customer service office at your respective station(s).

Find your local Emirates SkyCargo office details on <https://www.skycargo.com/contact-us?tab=2>.

### 5. LTA, Low-Show and No-Show Policy

#### LTA

A Large Tonnage Agreement (LTA) is an agreed signed document required for shipments over:

- (i) Five (5) tonnes or more on a passenger flight
- (ii) Ten (10) tonnes or more on a full freighter

Cancellation, No-Show, and Low-Show charges will be applied as per Emirates SkyCargo’s LTA policy.

<i>Notice of Cancellation by Customer</i>	<i>Agreed Compensation Payable by Customer</i>
Less than 96 hours but more than 72 hours written notice before the agreed Cut-Off time for the booking	50% of the total charges (including air freight rates and any other charges)
Less than 72 hours but more than 48 hours written notice before the agreed Cut-Off time for the booking	75% of the total charges (including air freight rates and any other charges)
Less than 48 hours written notice before the agreed Cut-Off time for the booking	100% of the total charges (including air freight rates and any other charges)

# UK & NORTHERN IRELAND

## LOCAL SALES CONDITIONS (LSC) FOR EMIRATES SKYCARGO

Valid from 01 November 2022



### Low-Show Policy

A Low-Show is where the chargeable weight on the booking is reduced by more than **one (1) tonne** without giving a notice of at least **twenty four (24)** hours before departure. The tonnage reduction is the difference between the tendered chargeable weight and the chargeable weight of the last booking confirmation. In this instance, Emirates SkyCargo will charge **50%** of the tonnage reduction at the booked rate on freight amount as per booked product.

### No-Show Policy

A No-Show is a booking that is not cancelled at least **forty eight (48)** hours before departure or which is delivered after the cut-off time. Any cancellation of a confirmed booking, will result in a **100%** cancellation penalty. In case of a No-Show, the AWB will be frozen and cannot be reused. The applicable No-Show fee will be charged to the AWB used for the booking on freight amount as per booked product.

### 6. Cut-Off Time

The customer is responsible for tendering the shipment to the carrier as "Ready for Carriage" according to the terms stipulated in Article 3 of the Emirates SkyCargo - General Conditions of Carriage for Cargo.

Shipments departing the **United Kingdom & Northern Ireland** must be tendered before the cut-off time indicated below. Cut-off times may vary based on size, product and station in the country of origin.

Product	Built-up Unit (BUP)	Loose
GCR, PXS, AXS,AXD	STD – 4 hours	STD – 6 hours
AXA/AOG	STD – 4 hours	STD – 4 hours
All products booked on the freighter.	STD – 12 hours	STD – 18 hours if insecure Cargo -12 hours if secure.

RCS and Documentation formalities must be completed prior to the above-mentioned cut-off timings.

### 7. Claims and/or Complaints

All claims and/or complaints (including requests to investigate temperature deviations) should preferably be sent through the Emirates SkyCargo customer support portal - <https://www.skycargo.com/feedback-and-complaints/>

### 8. Invoicing and Payments

Any dispute in the invoice amount should be notified to the carrier immediately or up until 90 days of the invoice date. If the dispute is not raised within this time period, the invoice shall be deemed to have been accepted. A CCA can be raised up to a maximum of 12 months from AWB issue date and subjected to a CCA Fee.

A Charges Correction Advice ("CCA") fee of **GBP 100** will apply on all CCA's when issued post 90 days (based on invoice date).

Invoice queries should be addressed to **LHR.Cargosales@emirates.com**

# UK & NORTHERN IRELAND

## LOCAL SALES CONDITIONS (LSC) FOR EMIRATES SKYCARGO

Valid from 01 November 2022



### Annexure 1 - Other Charges Applicable

CODE	DESCRIPTION	ORIGIN	DESTINATION	PRODUCT CODE	SPECIAL HANDLING CODE (SHC)	CURRENCY	CHARGE	CHARGE BY	ADDITIONAL INFORMATION	EFFECTIVE FROM	VALID TILL
CB	MAWB Manual Data Entry	GB	Worldwide	-	-	GBP	8.00	Per MAWB	-	15-Jul-22	31-Dec-99
CC	HAWB Manual Data Entry	GB	Worldwide	-	-	GBP	8.00	Per HAWB	-	15-Jul-22	31-Dec-99
CD	HAWB Electronic Transmission	GB	Worldwide	-	-	GBP	2.00	Per HAWB	-	09-Feb-22	31-Dec-99
CG	MAWB Electronic Transmission	GB	Worldwide	-	-	GBP	2.00	Per MAWB	-	09-Feb-22	31-Dec-99
CH	Customs Regulatory Handling at Origin (HardFreight)	GB	Worldwide	-	-	GBP	62.25 (Unitized Cargo: Type 1 - 6) 54.25 (Unitized Cargo: Type 7 - 9)	Charge/ULD	-	08-Oct-22	31-Dec-99
CH	Customs Regulatory Handling at Origin (HardFreight)	GB	Worldwide	-	-	GBP	0.125p/Kg and Min Amount 26.4	Per Kg	-	08-Oct-22	31-Dec-99
DK	India HUM Release Order	GB	IN	GCR (Emirates AirFreight)	HUM	GBP	29.00	Per MAWB	-	10-May-22	31-Dec-99
IN	Erbil Insurance	GB	EBL	-	-	GBP	0.11	Per Kg	-	02-Dec-22	31-Dec-99
LA	Live Animals Related Services	GB	Worldwide	AVI	-	GBP	26.25	Per MAWB	E0012 (LIVE TROPICAL FISH/ORNAMENTAL FISH)	08-Oct-22	31-Dec-99
LA	Live Animals Related Services	GB	Worldwide	STC/PET/AWI/DOC/EQ N	-	GBP	47.25	Per MAWB	-	08-Oct-22	31-Dec-99
MC	Trivandrum Handling Charges	GB	TRV	-	-	GBP	0.05	Per Kg	-	16-Feb-17	31-Dec-99
MI	Dhaka Royalty	GB	DAC	-	-	GBP	0.01	Per Kg	-	01-Nov-16	31-Dec-99
MV	PETS Arriving NZ Under Pets passport	GB	NZ	PET	-	GBP	138.00	Per MAWB	-	10-May-22	31-Dec-99
MA	GHA Economic Surcharge	GB	Worldwide	-	-	GBP	0.02p/Kg Min Amount 4.00	Per Kg	-	29-Apr-22	31-Dec-99
PA	Perishable Handling (Used for Pharma)	MAN	Worldwide	AXS/AXD/AXC	-	GBP	0.063p/Kg and Min Amount 37.25	Per Kg	-	08-Oct-22	31-Dec-99
PA	Perishable Handling (Used for Pharma)	LHR	Worldwide	AXS/AXD/AXC	-	GBP	0.063p/Kg and Min Amount 37.25	Per Kg	-	08-Oct-22	31-Dec-99
RA	Dangerous Goods Physical/Documentary Inspection	GB	Worldwide	-	RGX/RXC/RXB/RXC/RXD/RXE/RXG/RXS/RFG/RPG/RNG/RFL/RFS/RSC/RFW/ROX/ROP/RPB/RIS/RRW/RRY/RCM/RMD/RSB/RBM/RL/RLM	GBP	52.25	Per MAWB	-	21-Oct-22	31-Dec-99
RA	Dangerous Goods Physical/Documentary Inspection	GB	Worldwide	-	ELV/ELM/REQ/RRE/ICE/RDS	GBP	35.00	Per MAWB	-	08-Oct-22	31-Dec-99
RC	UAE Transit Permit Cost	GB	Worldwide	-	RGX/RXC/RXS/RXG/RXE/RXD/RXC/RXB/SWP/MIJW	GBP	45.00	Per MAWB	-	15-Sep-22	31-Dec-99
RF	Oman Government Approval & Escort Fee	GB	OM	-	SWP/RXS/MIJW	GBP	158.00	Per MAWB	-	20-Nov-22	31-Dec-99
RF	Oman Government Approval	GB	OM	-	RRY/RRR	GBP	121.00	Per MAWB	-	20-Nov-22	31-Dec-99
RF	Jordan - Import Escort Fee	GB	JO	-	SWP/RXS/MIJW	GBP	52.00	Per MAWB	-	20-Nov-22	31-Dec-99
RF	Saudi Arabia - OK To Forward	GB	SA	-	DIP/RB/RM/RM/RX/RFG/RFL/RFS/RFW/RXG/RIS/RL/RLM/RMD/RNG/ROP/ROX/RPB/RPG/RRW/RRY/RSC/RXB/RXC/RXD/RXE/RXG/RXS	GBP	39.00	Per MAWB	-	01-Dec-22	31-Dec-99
RF	Saudi Arabia - OK To Forward	GB	SA	VAL	-	GBP	39.00	Per MAWB	-	01-Dec-22	31-Dec-99
TR	Transit Handling	GB	DXB	PET/AVI	-	GBP	0.00	Per MAWB	-	10-May-22	31-Dec-99
TR	Transit Handling	GB	Worldwide	AVI	-	GBP	140.50	Per MAWB	Excluded Commodity Codes: 1024, 1026, 1054, 1059, 1091, 1093, E0004, E0005, E0006, E0012	21-May-22	31-Dec-99
TR	Transit Handling	GB	Worldwide	PET	-	GBP	Min 70.00	Per Shipment	-	29-May-22	31-Dec-99
TR	Transit Handling	GB	Worldwide	PET	-	GBP	19.00	Per Piece	-	29-May-22	31-Dec-99
VB	Valuable Handling Charges	GB	MCT	VAL	-	GBP	35.00	Per MAWB	-	31-Oct-21	31-Dec-99
VB	Valuable Handling Charges	GB	SA	VAL	-	GBP	109.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	GB	COK	VAL	-	GBP	45.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	GB	CCU	VAL	-	GBP	45.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	GB	BLR	VAL	-	GBP	45.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	GB	TRV	VAL	-	GBP	45.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	GB	EG	VAL	-	GBP	82.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	GB	SG	VAL	-	GBP	48.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	GB	PRG	VAL	-	GBP	17.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	GB	IST	VAL	-	GBP	94.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Valuable Handling Charges	GB	ATH	VAL	-	GBP	26.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Valuable Handling Charges	GB	AMM	VAL	-	GBP	38.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Valuable Handling Charges	GB	DE	VAL/VUN	-	GBP	251.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Valuable Handling Charges	GB	DE	-	RXS/SWP/MIJW	GBP	251.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Valuable Handling Charges	GB	FCO	VAL	-	GBP	150.00	Per MAWB	-	31-Oct-21	31-Dec-99
VB	Valuable Handling Charges	GB	MPX	VAL	-	GBP	90.00	Per MAWB	-	31-Oct-21	31-Dec-99
VB	Valuable Handling Charges	GB	BRU	VAL	-	GBP	390.00	Per MAWB	-	31-Oct-21	31-Dec-99
WA	Handling - Vulnerables	GB	Worldwide	VUN	VUN	GBP	39.25	Per MAWB	-	08-Oct-22	31-Dec-99