

These Local Sales Conditions apply to all sales of air cargo transportation departing from **Kingdom of Jordan** 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 **Kingdom of Jordan**.

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. All rates are based on the issuance date of the Air Waybill (AWB).

The Emirates SkyCargo rates applicable for each booking are based on the country of and point of sale in **JOD** 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 one (1) week's 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.

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 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

5.1. 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)

5.2. 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 **forty-eight (48)** hours (or 2 working days) 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.

5.3. No-Show Policy

A No-Show is a booking that is not cancelled or rebooked at least **forty-eight (48)** hours (or 2 working days) 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 **Kingdom of Jordan** 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	Additional Information
General Cargo	N/A	STD – 6 hours	-
Priority Cargo	N/A	STD – 3 hours*	* STD – 4 hours for more than 100kg
Special Products (PEP, PER, PIL)	N/A	STD – 4 hours**	** STD – 6 hours for above 2000kg
Special Products (COU, MAIL)	N/A	STD – 3 hours	-
Special Products (DG)	N/A	STD – 6 hours	-

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

7. Export Trucking

Drop-off location Cargo acceptance conditions

- The acceptance of transport by the carrier or its service provider from a shipper/shipper's agent at drop off location (offline) does not imply that the cargo is ready to uplift.
- Cargo will be uplifted on a booked flight after completing all acceptance, security and safety requirement checks at Carrier's gateway station after unloading of the cargo from the truck.
- Should the acceptance check fail at Carrier's gateway station, the shipper or shipper's agent is responsible to ensure cargo is make ready for acceptance or return it back at their own cost with no liability to Carrier.

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Valid from 01 July 2023



8. 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/>

9. 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 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 **USD 100** will apply on all CCA's when issued post 90 days (based on invoice date).

Invoice queries should be addressed to reservation.skycargoAMM@emirates.com

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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
AW	AIR WAYBILL/SHIPMENT RECORD PREPARATION FEE	AMM	WW	All	All	JOD	6.00	MAWB	-	01-Nov-05	31-Dec-99
CB	COMPLETION/PREPARATION OF DOCUMENTS	AMM	WW	All Hard Freight	All	JOD	8.00	MAWB	-	15-Jun-23	31-Dec-99
CB	COMPLETION/PREPARATION OF DOCUMENTS	AMM	WW	COU	COU	JOD	6.00	MAWB	-	15-Jun-23	31-Dec-99
CC	Manual data entry for Customs purposes	AMM	WW	All Hard Freight	All	JOD	8.00	HAWB	-	15-Jun-23	31-Dec-99
CC	Manual data entry for Customs purposes	AMM	WW	COU	COU	JOD	6.00	HAWB	-	15-Jun-23	31-Dec-99
CD	CUSTOMS/REGULATORY HANDLING AT DESTINATION	AMM	WW	All Hard Freight	All	JOD	2.00	HAWB	-	09-Feb-22	31-Dec-99
CG	Electronic processing or transmission of data for Customs purposes	AMM	WW	All Hard Freight	All	JOD	2.00	MAWB	-	09-Feb-22	31-Dec-99
DK	RELEASE ORDER	JO	IN	GCR	HUM	JOD	28.00	MAWB	-	10-May-22	31-Dec-99
IN	INSURANCE PREMIUM	AMM	EBL	All	All	JOD	0.11	Per Kg (Chg Wt.)	-	11-Oct-19	31-Dec-99
MC	MISCELLANEOUS DUE CARRIER	AMM	TRV	All	All	JOD	0.04	Per Kg (Chg Wt.)	-	10-May-22	31-Dec-99
MI	MISCELLANEOUS -DUE LAST CARRIER	AMM	DAC	All Hard Freight	All	JOD	0.01	Per Kg (Chg Wt.)	-	10-May-22	31-Dec-99
MV	AVI arriving under PETS passport	AMM	AU	AVI	AVI	JOD	132.00	MAWB	-	27-May-22	31-Dec-99
MV	AVI arriving under PETS passport	AMM	NZ	AVI	AVI	USD	132.00	MAWB	-	27-May-22	31-Dec-99
RA	DANGEROUS GOODS PHYSICAL/DOCUMENTARY INSPECTION	AMM	WW	GCR	RBI-RBM-RCL-RCM-RCX-REX-RFG-RFL-RFS-RFW-RGX-RHF-RIS-RLI-RLM-RMD-RNG-ROP-ROX-RPB-RPG-RRW-RRY-RSB-RSC-RXB-RXC-RXD-RXE-RXG-RXS-CAD-ACT	JOD	40.00	MAWB	-	01-Sep-22	31-Dec-99
RC	REFERRAL OF CHARGE	AMM	WW	GCR	MUW/RCX/RGX/RXB/RXC/RXD/RXE/RXG/RXS/SWP	JOD	35.60	MAWB	-	15-Sep-22	31-Dec-99
RF	REMIT FOLLOWING COLLECTION FEE	AMM	OM	GCR	SWP/MUW/RXS	JOD	121.00	MAWB	-	20-Nov-22	31-Dec-99
RF	REMIT FOLLOWING COLLECTION FEE	AMM	OM	GCR	RRY/RRE	JOD	92.00	MAWB	-	20-Nov-22	31-Dec-99
RF	REMIT FOLLOWING COLLECTION FEE	AMM	SA	VAL	VAL	JOD	32.00	MAWB	-	01-Dec-22	31-Dec-99
RF	REMIT FOLLOWING COLLECTION FEE	AMM	SA	GCR	DIP/RBM/RCM/RCX/RFG/RFL/RFS/RFW/RGX/RIS/RLI/RLM/RMD/RNG/ROP/ROX/RPB/RPG/RBW/RRY/RSC/RXB/RXC/RXD/RXE/RXS/RXG	JOD	32.00	MAWB	-	01-Dec-22	31-Dec-99
TR	TRANSIT HANDLING	AMM	WW	AVI	AVI	JOD	135.00	MAWB	-	21-May-22	31-Dec-99
TR	TRANSIT HANDLING	AMM	WW (except DXB)	PET	PET	JOD	19.00	Per Pc	Minimum - 66	08-Jun-22	31-Dec-99
VA	HANDLING - VAL	AMM	WW	VAL	VAL	JOD	40.00	MAWB	-	19-Aug-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	SA	VAL	VAL	JOD	95.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	MCT	VAL	VAL	JOD	28.50	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	COK	VAL	VAL	JOD	39.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	KWI	VAL	VAL	JOD	9.00	MAWB	-	20-May-23	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	LCA	VAL	VAL	JOD	42.00	MAWB	-	20-May-23	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	CCU	VAL	VAL	JOD	39.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	BLR	VAL	VAL	JOD	39.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	TRV	VAL	VAL	JOD	39.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	EG	VAL	VAL	JOD	71.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	LON	VAL	VAL	JOD	186.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	PRG	VAL	VAL	JOD	15.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	BRU	VAL	VAL	JOD	370.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	FCO	VAL	VAL	JOD	136.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	IST	VAL	VAL	JOD	89.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	ATH	VAL	VAL	JOD	24.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	DE	VAL/VUN	VAL/VUN	JOD	240.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	DE	GCR	RXS/SWP/MUW	JOD	240.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	SG	VAL	VAL	JOD	41.00	MAWB	-	20-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	AMM	MPX	VAL	VAL	JOD	80.00	MAWB	-	10-May-22	31-Dec-99

Annexure 2 –Local Specificities

A. QRT & Connecting Timings:

The standard minimum connecting time in DXB is 6hrs.

As there are several conditions where this can be undercut, the system will display shorter connections too. Exceptions to undercut the minimum connecting time is only applicable for AXA, VAL, HUM, DIP, PEP, AXD shipments for passenger-to-passenger aircraft DXB connections.

Following conditions apply:

- Minimum pivot weight should be met.
- Individual maximum weight per piece: 32Kgs for bulk loading.
- No Dangerous goods (incl. ELI/ELM/REQ)
- Shipments flying from AMM to USA have a min connecting time of 12hrs
- Shipments flying from AMM to BGW have a min connecting time of 24hrs