

These Local Sales Conditions apply to all sales of air cargo transportation departing from **United Arab Emirates** 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 **United Arab Emirates**.

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 **AED** 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.

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.

Prior confirmation must be obtained for the following:

- Charges Collect shipments to Kingdom of Saudi Arabia
- Charges Collect to India accepted - if consignment is covered by Import license and a special reserve Bank approval has been received.

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 **United Arab Emirates** 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.

DUBAI INTERNATIONAL AIRPORT (DXB)			
<i>Product</i>	<i>Built-up Unit (BUP)</i>	<i>Loose</i>	<i>Additional Information</i>
General Cargo	N/A	STD – 8 hours*	*STD – 15 hours for Inter Airport
Priority Cargo	N/A	STD – 4 hours**	** STD – 6 hours for >100kgs
Special Products	N/A	STD – 4 hours***	*** STD – 6 hours for =< 1000Kgs & STD – 8 hours for >1000Kgs
AL MAKTOUM INTERNATIONAL AIRPORT (DWC)			
<i>Product</i>	<i>Built-up Unit (BUP)</i>	<i>Loose</i>	<i>Additional Information</i>
General Cargo	N/A	STD – 12 hours*	*STD – 15 hours for Inter Airport
Priority Cargo	N/A	STD – 4 hours**	** STD – 6 hours for >100kgs
Special Products	N/A	STD – 4 hours***	*** STD – 6 hours for =< 1000Kgs Pharma

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 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 **AED 150** will apply on all CCA’s when issued post 90 days (based on invoice date).

Invoice queries should be addressed to SkyCargo-ComSup@emirates.com

UNITED ARAB EMIRATES

LOCAL SALES CONDITIONS (LSC) FOR EMIRATES SKYCARGO

Valid from 01 July 2023



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	AE	WW	ALL Hard Freight	All	AED	50.00	MAWB	-	01-Sep-15	31-Dec-99
AW	AIR WAYBILL/SHIPMENT RECORD PREPARATION FEE	DXB	WW	ALL Hard Freight	All	AED	150.00	MAWB	Counter AWB	01-Jan-15	31-Dec-99
AW	AIR WAYBILL/SHIPMENT RECORD PREPARATION FEE	DXB	WW	VAL	VAL	AED	250.00	MAWB	-	01-Jun-15	31-Dec-99
CB	COMPLETION/PREPARATION OF DOCUMENTS	AE	WW	All	All	AED	150.00	MAWB	Except SNITA	01-Jul-22	31-Dec-99
CC	Manual data entry for Customs purposes	AE	WW	All	All	AED	50.00	MAWB	Except SNITA	01-Jul-22	31-Dec-99
CD	CUSTOMS/REGULATORY HANDLING AT DESTINATION	AE	WW	All Hard Freight	All	AED	10.00	HAWB	Except UPS to India	09-Feb-22	31-Dec-99
CG	Electronic processing or transmission of data for Customs purposes	AE	WW	All Hard Freight	All	AED	10.00	MAWB	Except UPS to India	09-Feb-22	31-Dec-99
DB	DISBURSEMENT FEE COLLECTED FROM CONSIGNEE FOR ADVANCE CHARGES	AE	WW	All	All	AED	10%	MAWB	On Other Charges	01-Jan-15	31-Dec-99
DK	RELEASE ORDER	AE	IN	HUM	HUM	AED	136.00	MAWB	-	14-May-22	31-Dec-99
FE	GENERAL HANDLING	AE	WW	VAL	VAL	AED	0.50	Per Kg (Gross Wt.)	Min - AED 150	03-Jun-15	31-Dec-99
FE	GENERAL HANDLING	AE	WW	All	Exception Code// ACT, AVI, CAO, COL, CRT, DIP, FRI, FRO, HEG, HUM, ICE, LHO, MAG, MUW, NWP, O BX, PEF, PEM, PEP, PER, PES, PIL, RCL, R CM, RCX, RDS, REQ, REX, RFG, RFL, RFS, RFW, RGX, RHF, RIS, RLI, RLM, RMD, R NG, ROP, ROX, RPB, RRG, RRE, RRW, R RY, RSB, RSC, RSB, RSC, RXD, RXE, RXG, RXS, SHL, SPF, SWP, VAL, VEH, VUN, W ET	AED	0.15	Per Kg (Gross Wt.)	Min - AED 30	03-Jun-15	31-Dec-99
FE	GENERAL HANDLING	AE	WW	All	AVI, CAO, DIP, HUM, MAG, MUW, NWP, O BX, RCL, RCM, RCX, RDS, REQ, REX, RFG, RFL, RFS, RFW, RGX, RHF, RIS, RLI, RLM, RMD, R NG, ROP, ROX, RPB, RRG, RRE, RRW, R RY, RSB, RSC, RSB, RSC, RXC, RXD, RXE, RXG, RXS, SHL, SPF, SWP, VAL, VEH, VUN, W ET, FRI, FRO, HEG, ICE, LHO, PEF, PEM, PEP, PER, PES, PIL, WET	AED	0.25	Per Kg (Gross Wt.)	Min - AED 55	03-Jun-15	31-Dec-99
FE	GENERAL HANDLING	AE	WW	VAL	VAL	AED	0.50	Per Kg (Gross Wt.)	Min - AED 150	03-Jun-15	31-Dec-99
FE	GENERAL HANDLING	AE	WW	VAL	VAL	AED	0.50	Per Kg (Gross Wt.)	Min - AED 150	03-Jun-15	31-Dec-99
IN	INSURANCE PREMIUM	AE	EBL	All	All	AED	0.55	Per Kg (Chg Wt.)	Chargeable Weight - Minimum Excluded	03-Dec-15	31-Dec-99
KA	HANDLING	DXB	WW	CAR	VEH	AED	325.00	Per Pct	-	10-Jun-22	31-Dec-99
MB	MISCELLANEOUS UNASSIGNED	AE	WW	ALL	ALL	AED	0.25	Per Label	Min - AED 25	16-Jul-22	31-Dec-99
MC	MISCELLANEOUS DUE CARRIER	AE	TRV	All	All	AED	0.20	Per Kg (Chg Wt.)	-	10-May-22	31-Dec-99
MI	MISCELLANEOUS -DUE LAST CARRIER	AE	DAC	All	All	AED	0.05	Per Kg (Chg Wt.)	-	01-Nov-16	31-Dec-99
MV	AVI arriving under PETS passport	AE	NZ	PET	PET	AED	672.00	MAWB	-	14-May-22	31-Dec-99
PU	PICK UP SERVICE	DWC	WW	ALL	DWP	AED	0.15	Per Kg (Gross Wt.)	Gross Weight / Min - AED 75	04-Nov-16	31-Dec-99
RA	DANGEROUS GOODS PHYSICAL/DOCUMENTARY INSPECTION	DXB	WW	GCR	RBI-RBM-RCL-RCM-RCX-RFX-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-CAO-ACT-VEH	AED	350.00	MAWB	-	07-Feb-20	31-Dec-99
RC	REFERRAL OF CHARGE	AE	WW	GCR	MUW/RCX/RGX/RXC/RXD/RXE/RXG/RXS/SWP	AED	185.00	MAWB	-	15-Sep-22	31-Dec-99
RF	REMIT FOLLOWING COLLECTION FEE	AE	OM	GCR	SWP/MUW/RXS	AED	624.00	MAWB	-	20-Nov-22	31-Dec-99
RF	REMIT FOLLOWING COLLECTION FEE	AE	OM	GCR	RRY/RRE	AED	477.00	MAWB	-	20-Nov-22	31-Dec-99
RF	REMIT FOLLOWING COLLECTION FEE	AE	JO	GCR	SWP/MUW/RXS	AED	206.00	MAWB	-	20-Nov-22	31-Dec-99
RF	REMIT FOLLOWING COLLECTION FEE	AE	SA	VAL	VAL	AED	165.00	MAWB	-	01-Dec-22	31-Dec-99
RF	REMIT FOLLOWING COLLECTION FEE	AE	SA	GCR	DIP/RBM/RCM/RCX/RFG/RFL/RFS/RFW/RGX/RIS/RLI/RLM/RMD/RNG/ROP/ROX/RPB/RPG/RRW/RRY/RSC/RXB/RXC/RXD/RXE/RXG/RXS	AED	165.00	MAWB	-	01-Dec-22	31-Dec-99
SC	SECURITY CHARGE	DXB	WW	VAL	VAL	AED	5.00	Per Pct	Min - AED 50	01-Jun-15	31-Dec-99
VA	HANDLING - VAL	DXB	WW	VAL	VAL	AED	294.00	MAWB	-	01-Aug-19	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	MCT	VAL	VAL	AED	150.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	COK	VAL	VAL	AED	202.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	KWI	VAL	VAL	AED	48.00	MAWB	-	20-May-23	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	LCA	VAL	VAL	AED	219.00	MAWB	-	20-May-23	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	CCU	VAL	VAL	AED	202.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	BLR	VAL	VAL	AED	202.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	TRV	VAL	VAL	AED	202.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	EG	VAL	VAL	AED	367.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	LON	VAL	VAL	AED	962.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	PRG	VAL	VAL	AED	76.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	BRU	VAL	VAL	AED	1,915.00	MAWB	-	14-May-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	FCO	VAL	VAL	AED	730.00	MAWB	-	15-Feb-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	JST	VAL	VAL	AED	459.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	AMM	VAL	VAL	AED	205.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	ATH	VAL	VAL	AED	124.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	DE	VAL/VUN	VAL/VUN	AED	1,237.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	DE	GCR	RXS/SWP/MUW	AED	1,237.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	SA	VAL	VAL	AED	489.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	SG	VAL	VAL	AED	213.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY (ARMED GUARD ESCORT) HANDLING	AE	MXP	VAL	VAL	AED	430.00	MAWB	-	15-Feb-22	31-Dec-99

Annexure 2 –Local Specificities

A. QRT & Connecting Timings:

The standard minimum connecting time in DXB is 8hrs.

As there are too.

Exceptions to undercut the minimum several conditions where this can be undercut, the system will display shorter connections connecting time is only applicable for AXA shipments for passenger-to-passenger aircraft DXB connections.

Following conditions apply:

- Maximum 200kgs / 1M3 per shipment
- Individual maximum weight per piece: 32Kgs
- No Dangerous goods (incl. ELI/ELM/ICE/REQ)
- No Temperature sensitive shipments, no VAL, no AVI or HUM, no special cargo
- Shipments flying from VIE to BGW or EBL have a min connecting time of 48hrs.

B. PETS to New Zealand:

All Pets arriving in New Zealand under PETS passport will incur an additional handling charge of AED 672/- and to be reflected on the AWB under the code "MVC".

C. Export shipment information:

- **Germany**
All VAL/RXS/MUW/SWP shipments, will incur an additional handling cost of AED 1,237/-. The same to be reflected on the AWB under due carrier column with the code "VBC".
- **Saudi Arabia**
All VAL/DIP/DG shipments will incur an additional cost of AED 165/- for OK to forward from Saudi. The same to be reflected on the AWB under due carrier column with a code "RFC".
- **Turkey**
Transshipment to domestic points in Turkey: A transshipment fee of USD 40 per shipment will be applicable for all consignments destined to domestic points in Turkey. This fee should be shown on air waybill as "other charges due carrier" and should be collected from shipper/ consignee depending on the mode of payment, i.e., prepaid or collect.
- **India**
Implementation of charges for Indian customs regulations:
 - All shipments to TRV will incur an additional handling cost of AED 0.20 per kg. The same to be reflected on the AWB under due carrier column with the code "MCC".
 - A flat charge of AED 136.00 as delivery order fee will apply for all HUM shipments to India (BOM/DEL/AMD/MAA/HYD/CCU/ TRV/COK/BLR).Same to be reflected on the AWB under due carrier column under the code "DKC".
- **EBL**
An insurance charge of (INC) AED 0.55 per kg on chargeable weight will be applicable on all shipments.
- **Export Shipment to MCT**
A DGCA approval fee of USD 80.00 per shipment/air waybill will be applicable for the below categories into MCT.
 - Dangerous Goods Class 1 & 7 (RXS, MUW, SWP, RRY and RRE) into MCT – Muscat require an approval from the DGCA office at MCT. To obtain such approvals a minimum of five working days is needed and the applicable charge is USD 80.00 per air waybill.

- It is also necessary that such shipments, except Class 7 into MCT to be met by security escort at a charge of OMR 15.000 per shipment.
- Above mentioned charges to be collected at origin under MO (Miscellaneous - Due Issuing Carrier).
- **Export shipment to DAC**
An amount of AED 0.05 per kg will be charged on chargeable weight as royalty charge into Dhaka. The fee should be shown as MIC under due carrier column of the "airway bill."

D. Additional optional charges:

ADDITIONAL CHARGES - Warehouse						
DESCRIPTION	ORIGIN	DESTINATION	CURRENCY	CHARGE	CHARGE BY	ADDITIONAL INFORMATION
Pickup from forwarder's premises: DAFZA to CMT (PUC)	DAFZA	CMT	AED	AED 0.15 per kg (minimum AED 75)	Per Kg	General cargo
Separate early release/express release (MEC)	-	-	AED	AED 0.50 per kg (minimum AED 50)	Per Kg	Between 4-6 hours after flight arrival, pre-advise required
AWB amendment / AWB replacement / document pouch, attachment post AWB execution / document retrieval, etc. (MWC)	-	-	AED	150.00	Per Instance	AED 150 each time
Miscellaneous (MOC) (photocopy, etc.)	-	-	AED	10.00	Per Instance	-
Proof of delivery - physical copy (MOC)	-	-	AED	190.00	Per Shipment	-
BU (Built Up Pallet) / SBU (Shippers Built Unit)	-	-	AED	-	-	On request
Re-weighing	-	-	AED	AED 0.15 per kg or minimum AED 150 applicable on total chargeable weight	Per Kg (Chg Wt.)	-
Cargo damage request (MWC)	-	-	AED	AED 0.15 kg (minimum AED 150 per consignment)	-	-
Relabelling (MBC)	-	-	AED	Pre-build-up AED 225, Post-build-up AED 450, AED 0.25 per label subject to minimum AED 25	-	-
Cargo retrieval after acceptance / re-screening	-	-	AED	AED 0.15 per kg (minimum AED 150 per consignment)	-	-
Emirates Pharma terminal transfer through dedicated truck	-	-	AED	1,800.00	Per truck	-
Emirates Fresh terminal transfer through dedicated truck	-	-	AED	1,800.00	Per truck	-
ITT shipment for human remain to OAL & airside pickup/delivery	-	-	AED	AED 0.21 per kg or minimum AED 500	-	-
Weight deviation noticed after build up / manifesting	-	-	AED	AED 0.15 per kg or minimum AED 150 applicable on total chargeable weight	Per Kg (Chg Wt.)	-
Re-print of delivery order / invoice	-	-	AED	50.00	Per Request	-
Document retrieval	-	-	AED	400.00	-	Express – within 12 hours - AED 400
Shrink wrapping requested by customer	-	-	AED	350.00	-	Normal – 3 to 4 days – AED 350
ITT shipments - pickup/delivery at airside	-	-	AED	30.00	Per package	-

E. Out of Gauge Cargo

- If one or more dimensions exceeds L309cm x W216cm x H157cm, please confirm with SkyCargo Dubai Sales team at the time of booking for acceptance and rates.
- Any loads/pieces without a net, (where net cannot be used either due to nature of the commodity or net cannot be closed due to size of cargo) (*), will be classed under Special loads.
- (*) This procedure does not apply to vehicle with a weight of less than 2,500Kgs for which standard tied-down instructions as per C&MHM apply.