

Effective 01 APRIL 2026

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

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.

### **A. 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.

#### **1. Product Code**

- 1.1. Rate applied is as per product code captured at the time of booking and may only be modified in the event of any change in product detail prior to delivery of shipment.
- 1.2. After flight departure no change in product will be permitted and rate applied will be based on the booking detail. It is the agent's responsibility to ensure the product code matches the rate applied prior to shipment departure.
- 1.3. All rates are based on the issuance date of the Air Waybill (AWB).

#### **2. Tariff Notification**

- 2.1. The Emirates SkyCargo rates applicable for each booking are based on the country of and point of sale in **USD**.
- 2.2. Emirates SkyCargo reserves the right to terminate rates on the published tariff sheet with two (2) weeks' notification.
- 2.3. Weight breakpoints are only applicable for Emirates SkyCargo's net-rates, as specified on the published tariff sheet.

#### **3. Spot Quotes**

- 3.1. A spot quote is a one-time rate offered based on shipment details provided at time of the quote. All spot quotes are valid for seven (7) days only and should be accepted and booked within that period to avail the quote price.
- 3.2. The spot quote reference numbers should be provided at the time of booking to avail the spot quote rate. Capacity on spot-based cargo is subject to availability and approval by Emirates SkyCargo.

#### **4. Charges Collect**

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

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### 5. Other Charges

- 5.1. 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.
- 5.2. 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.

### B. 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>.

### C. Large Tonnage Agreement (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 charges will be applied as per Emirates SkyCargo's LTA policy mentioned below.

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

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### D. Cancellation, No-Show and Low-Show Policies

POLICY		NOTICE PERIOD	PENALTY
CANCELLATION	Applies to all existing bookings exceeding 2 tons (chargeable weight), with product code GCR shipments, that are not cancelled before the standard departure time (STD).	For shipments cancelled <b>within 12 to 24 hours</b> before the standard departure time (STD)	<b>50% of the total charges</b> (including air freight rates and surcharges)
		For shipments cancelled in <b>less than 12 hours</b> before the standard departure time (STD)	<b>100% of the total charges</b> (including air freight rates and surcharges)
NO-SHOW	Applies to all existing bookings exceeding 2 tons (chargeable weight), with product code GCR shipments.	For all confirmed bookings not cancelled or rebooked <b>within 12 hours</b> before standard departure time (STD)	<b>100% of the total charges</b> (including air freight rates and surcharges)
		For all shipments <b>not delivered</b> before cut-off time	
LOW-SHOW	Applies to all existing bookings exceeding 2 tons (chargeable weight), with product code GCR shipments.  If the chargeable weight is reduced by more than 50%, the customer/agent shall pay emirates a percentage of the total freight charge, on the difference between the booked weight and the delivered chargeable weight. This percentage depends on the notification time.	For <b>less than 24 hours'</b> notice provided before cut-off time/acceptance	<b>50% of the total charges</b> (including air freight rates and surcharges)
		For <b>less than 12 hours'</b> notice provided before cut-off time/acceptance	<b>100% of the total charges</b> (including air freight rates and surcharges)

### E. 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 **Philippines** 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.

<b>CEBU (CEB)</b>			
Product	Built-up Unit (BUP)	Loose	Additional Information
General Cargo	STD – 4 hours (240 mins)	STD – 4 hours (240 mins)	-
Priority Cargo	STD – 4 hours (240 mins)	STD – 4 hours (240 mins)	-
Special Products	STD – 4 hours (240 mins)	STD – 4 hours (240 mins)	-
<b>CLARK (CRK)</b>			
Product	Built-up Unit (BUP)	Loose	Additional Information
General Cargo	STD – 3 hours (180 mins)	STD – 4 hours (240 mins)	-
Priority Cargo	STD – 3 hours (180 mins)	*STD – 2 hours (120 mins)	* STD – 4 hours (240 mins) for up to 100Kgs only
Special Products	STD – 3 hours (180 mins))	STD – 3 hours (180 mins)	-

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<b>MANILA (MNL)</b>			
<i>Product</i>	<i>Built-up Unit (BUP)</i>	<i>Loose</i>	<i>Additional Information</i>
<b>General Cargo</b>	STD – 3 hours (180 mins)	STD – 4 hours (240 mins)	-
<b>Priority Cargo</b>	STD – 3 hours (180 mins)	*STD – 2 hours (120 mins)	*For up to 100Kgs only
<b>Special Products</b>	STD – 3 hours (180 mins))	STD – 3 hours (180 mins)	-

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

### F. 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.

### G. Pick-up and Drop-off Addresses

<i>COUNTRY</i>	<i>AIRPORT</i>	<i>STATION</i>	<i>TRANSPORT MODE</i>	<i>LOCATION TYPE</i>	<i>LOCATION NAME</i>	<i>REMARKS</i>
<b>PH</b>	<b>CEB</b>	<b>CEB</b>	<b>AIRCRAFT</b>	Pick-up & Drop-off	CargoHaus Warehouse (formerly U-Freight), Cargo Compound, Mactan Cebu International Airport, Lapu-Lapu City, Cebu	
<b>PH</b>	<b>CRK</b>	<b>CRK</b>	<b>AIRCRAFT</b>	Pick-up & Drop-off	Cargohaus, Inc. ( CRK Station ) A. Bonifacio St. Clark International Airport Complex, Clark Freeport Zone, Mabalacat, Pampanga, Philippines  EK office L2-195 Mezzanine Level Clark International Airport Terminal 2, CCAC Clark Freeport Zone, Clark field, Pampanga, Philippines Telephone: 006345 499-3458 / 499-4206 / 499- 4263	
<b>PH</b>	<b>MNL</b>	<b>MNL</b>	<b>AIRCRAFT</b>	Pick-up & Drop-off	2nd Floor, Pair Pags Centre, Ninoy Aquino International Airport Complex, Cargo Terminal, Manila. Telephone: 63 2 88369720 / 63 2 88369723 Email : Skycargomnl@emirates.com SITA: MNLFOEK / MNLFFEK	

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### H. 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/>

### I. 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 your respective station:

<b>PHILIPPINES</b>	<a href="mailto:jassim.almulla@emirates.com">jassim.almulla@emirates.com</a>
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### J. Shipment Acceptability & Compliance

Shipments must comply with Emirates SkyCargo operational, regulatory, and compliance requirements applicable at origin, transit, and destination.

#### (i) Data Loggers

Shipments containing data loggers or temperature monitoring devices must comply with Emirates SkyCargo requirements.

- Shipments must be booked with Special Handling Code EMD.
- If the Data Logger contains lithium batteries, these must be declared in accordance with IATA Dangerous Goods Regulations using Special Handling Codes ELI or ELM, as applicable, along with the required statement on the AWB.
- Only Emirates SkyCargo approved data loggers are permitted on EK flights.

For the latest approved list, refer to <http://skycargo.com/my-shipments/data-loggers/>

#### (ii) Dangerous Goods

Dangerous Goods shipments must comply with the latest IATA Dangerous Goods Regulations (DGR) and Emirates SkyCargo operator variations.

The following restrictions apply:

- **Class 4** and **Class 5** Dangerous Goods (including those classified as REQ) are **not accepted** on EK flights.
- Mercury (**UN2809**); Lithium Metal batteries (**UN3090**) and Lithium-Ion batteries (**UN3480**) are **not accepted** on EK flights.
- **Used or refurbished lithium batteries**, including those packed with or contained in equipment or battery-powered vehicles, are **not accepted** on EK flights. Only brand-new lithium battery-powered equipment and vehicles are permitted on EK flights.

For a complete list of Emirates specific restrictions on Dangerous Goods, refer to the operator variations within the IATA Dangerous Goods Regulations (DGR). Additional station-specific restrictions may apply. For guidelines, please refer to <https://www.skycargo.com/products/specialty/dangerous-goods/>

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### (iii) Pre-Loading Advance Cargo Information (PLACI)

PLACI requires shipment data to be submitted in advance for security screening by relevant authorities prior to loading.

Shipments must comply with all applicable PLACI and advance data filing requirements prior to uplift.

This includes, but is not limited to:

- **US ACAS** (Air Cargo Advance Screening)
- **EU ICS2** (Import Control System 2)
- **CA PACT** (Pre-Arrival Cargo Targeting)
- **UAE NAIC** (National Advance Information Center)

Failure to comply with PLACI and related advance filing requirements may result in shipment delays, offloading, rejection by authorities, fines, or regulatory action. For a seamless, compliant, and efficient shipment experience, please refer to

<https://www.skycargo.com/my-shipments/compliance/>

