



AIRLINK BAGGAGE – REGULATIONS

Free Baggage Allowance

Area of Application

- Weight Concept (WC) applies worldwide except for fare origin where PC applies.
- Piece Concept (PC) applies for fare origin:
 - To/from USA/US Territories, to/from Canada (Government Reservation: Order 95-2-7)
 - Between Africa and the USA / Canada
 - Star Alliance Round the World Fares
 - Between South Africa and Brazil (Government Reservation: 26-6-98)
 - Between Brazil and Hong Kong SAR/Thailand via Johannesburg (Government Reservation: 23-6-98)
 - Between Sao Paulo / Buenos Aires and Mumbai **(SA Only)**
 - Between Sao Paulo / Buenos Aires and Perth **(SA Only)**
 - Between Sao Paulo / Buenos Aires and Africa **(SA Only)**
 - Between Buenos Aires and Hong Kong **(SA Only)**
 - Between Dakar and South Africa **(SA Only)**

Checked Baggage

Maximum Weight per Piece and Passenger (Weight Concept):

Please note, that more than 32kg per piece is not accepted as excess baggage. If exceeding 32 kg, the piece of baggage must be checked as air cargo at specified cargo rates.

The following dimensions as a guideline (this is what ACSA dictates to fit down the conveyor belt.) The sizes do not include items that form part of sporting equipment / fragile items.

Dimensions	Minimum	Average	Maximum
Length:	250 mm	550 mm	900 mm
Width:	250 mm	400 mm	450 mm
Height:	75 mm	500 mm	720 mm
Weight:	1.5 kg	18 kg	32 kg

Free Baggage Allowance Weight Concept

Class

Business Class 30kg

Economy Class 20kg

- ➔ Children and Infants paying at least 50% of the adult fare are entitled to the same allowance as adults.
- ➔ Infants not entitled to a seat shall only be permitted 10kg and one collapsible buggy.

Exceptions:

- ➔ Star Alliance gold customers on Star-Operated Flights: additional 20kg
(Not applicable on Airlink Flights)
- ➔ South African Airways Voyager card holders on SAA operated flights:
(Applicable on Airlink and SAA Flights)
 - Platinum and Platinum Elect: additional 30kg
 - Gold and Gold Elect: additional 20kg
 - Silver and Silver Elect: additional 10kg
 - Blue: No Additional
- ➔ Between Lusaka / Harare / Maputo / Bulawayo / Ndola and South Africa via JNB
(Applicable on Airlink and SAA Flights)

Class

Business Class 40kg

Economy Class 30kg

Infants: Business and Economy – 10kgs

Free Baggage Allowance Piece Concept

Class

First and Business Class 2 Pieces with 32kg each / maximum dimensions of 158 cm

Economy Class 2 Pieces with 23kg each / maximum dimensions of 158 cm

Exceptions:

- Journeys to/from South America (where piece concept is applicable as specified above) the weight per piece in economy class equals 32kg each and maximum dimensions of 158 cm.

Unchecked Baggage

In addition to the checked baggage allowance, each passenger may carry without additional charges hand baggage suitable for placement in the closed overhead rack or under the passenger's seat with maximum dimensions specified by the carrier subject to space availability. Maximum dimensions for one piece L52cm x H40cm x W23cm, maximum weight 8kg. The size of one carry on item shall not exceed the overall dimensions of 115cm.

The standard allowance per class for domestic and international flights is:

Class	
First and Business Class	2 Pieces
Economy Class	1 Piece

The following are classified as carry-on items:

- Handbag, pocket book or purse;
- One foldable garment bag (sum of dimensions of 185cm);
- Overcoat, wrap or blanket;
- Umbrella or walking stick;
- Small camera and/or binoculars;
- Reading matter for flight;
- Infant food for consumption during the flight;
- Infant carry basket/carry cot;
- Handicapped Passenger, if needed during the journey (will be carried free of charge even if it is carried in the aircraft hold):
 - 1 Wheelchair (only in the aircraft hold)
 - 1 Pair of crutches or braces
 - 1 Small dialysis equipment. For self-use of the passenger (only in aircraft hold)
 - 1 Other orthopedic device
- Braces or prosthetic devices (provided passenger is dependent on them);
- Portable PC (not to be activated without permission from crew); and
- Mobile phone (not to be utilized during flight).

NOTE:

- When for operational reasons there is no space in the cabin to accommodate carry-on items, such items may be carried in the hold of the aircraft.
- The above articles, other than wheelchairs and infant carrying baskets, must be limited to a size, which may be conveniently stowed in the aircraft's cupboard or pod or under the seat in front of the passenger.
- Persons with reduced mobility may carry free of charge one wheelchair and/or other assertive devices they are dependent on.
- The standard allowance per class is First/Business, two pieces of cabin baggage. Economy one piece of carry on for domestic and international flights. This applies to all passengers travelling in economy class regardless of their Voyager, or other status.
- For through journeys where the passenger travels partly on Business Class and partly on Economy Class service the free baggage allowance on each portion of travel shall be that applicable to the class of service for which the fare is paid.
- When an item claims to be one specified above, but does not visibly accord with the relevant description, or if the passenger has more than one piece of hand baggage, it must be mass checked and such mass will be included in the total baggage mass.
- Any other articles shall not be carried free in addition to the free allowance and the acceptance of such other articles in the passenger cabin must be limited to conform to airline regulations.
- This free baggage allowance only applies to weight concept and not piece concept flights.

Interlining:

In case of SA unilateral application of PC in opposition to IATA regulations, PC-charges apply only on SA sectors; for interlining on ongoing other airline sectors please check the free allowance shown on the respective sector ticket coupons. In case of through-check-in and excess, the applicable excess baggage charges have to be charged also if only require for parts of the journey. If excess baggage applies on a routing where no published excess baggage charge is available, the applicable charge applies in the direction of travel for SA sectors and for other airline sectors according to the transporting carrier's rules and charges.

Excess Baggage Charges

Rates

Collection

Luggage that exceeds the maximum allowance is classified as excess baggage and all excess baggage must be assessed and charged for, prior to the passenger boarding the aircraft. Excess weight charges can also be paid for the entire journey to the final destination or to the next point of transfer or stopover. Excess Baggage is not guaranteed and may only be accommodated on the next available flight, where applicable, even if the passenger already paid for the excess baggage.

Weight Concept:

Domestic:

ZAR26.00 plus ZAR 4.00 (VAT) = Total ZAR30.00 per kg

International:

Baggage in excess of the checked baggage allowance charges apply at 1.5% per kg of the highest South African Airways normal direct adult one way economy class fare.

- ➔ In effect on the date of issuance of the excess baggage ticket
- ➔ In the direction of travel
- ➔ From the point for which the checked baggage allowance is exceeded to the first point at which the baggage is collected.

Exceptions:

- ➔ From South Africa to Maputo (on SA only) = ZAR25.00 per kg.
 - Johannesburg – Maputo – Johannesburg
 - Durban – Maputo – Durban

1 % per kg	From Australia, New Zealand
1 % per kg	From Europe/Middle East to Australia/New Zealand
1.5 % per kg	From Israel to Australia/New Zealand
EUR 30.00 per kg	From Frankfurt/Munich to South Africa (on SA Only)
ZAR 30.00 per kg	From South Africa to Blantyre/Lilongwe (on SA Only)
ZAR 50.00 per kg	From South Africa to Mauritius (on SA Only)
MUR 160.00 per kg	From Mauritius (on SA Only)
ZAR 45.00 per kg	From South Africa to Luanda (on SA Only)
ZAR110.00 per kg	From South Africa to Mumbai (on SA Only)
ZAR 65.00 per kg	From South Africa to Hong Kong (on SA Only)

Piece Concept Rates

If a passenger with Piece Concept (PC) allowance checks-in baggage after a stopover is made for a route where weight concept applies, the free baggage allowance will remain Piece Concept (PC), but the charge for excess baggage must be paid according to the weight concept charges.

THE CHARGE FOR EACH PIECE OF NORMAL SIZE EXCESS BAGGAGE OR EXCESS CHARGE WILL BE INDICATED BELOW:

Between New York/Washington and Africa – via Johannesburg:

Excess baggage charge for the 3rd piece when ≤ 23 kg:

	NEW YORK / WASHINGTON	
COUNTRY	USD	LOCAL CURRENCY
ALL OTHER COUNTRIES IN AFRICA NOT SPECIFIED BELOW	150	USD150
ABIDJAN	150	USD150
BOTSWANA	150	USD150
DAKAR (direct services only)	150	USD150
MAURITIUS	150	USD150
MOZAMBIQUE	150	USD150
NAMIBIA	150	NAD650
SOUTH AFRICA	150	ZAR650
ZIMBABWE	150	USD100

Excess baggage charge for the 3rd piece when $\geq 24\text{kg}$ and $\leq 32\text{ kg}$:

	NEW YORK / WASHINGTON	
COUNTRY	USD	LOCAL CURRENCY
ALL OTHER COUNTRIES IN AFRICA NOT SPECIFIED BELOW	200	USD200
ABIDJAN	200	USD200
BOTSWANA	200	USD200
DAKAR (direct services only)	200	USD200
MAURITIUS	200	USD200
MOZAMBIQUE	200	USD200
NAMIBIA	200	NAD650
SOUTH AFRICA	200	ZAR650
ZIMBABWE	200	USD125

Excess baggage charges for the 3rd piece from Africa to the USD (except for Washington and New York):

When $\leq 23\text{kgs}$: USD300

When $\geq 24\text{kg}$ and $\leq 32\text{kg}$: USD350

Between New York/Washington and Australia – via Johannesburg:

	NEW YORK / WASHINGTON	
COUNTRY	USD	LOCAL CURRENCY
AUSTRALIA	200	AUD300

Between Africa and Brazil / Argentina – via Johannesburg:

	BRAZIL / ARGENTINA	
COUNTRY	USD	LOCAL CURRENCY
ALL COUNTRIES IN AFRICA NOT SPECIFIED BELOW	120	USD120
SOUTH AFRICA	100	ZAR300
NAMIBIA	100	NAD300
NIGERIA	100	USD100

Between Hong Kong and South America – via Johannesburg:

	ARGENTINA/ BRAZIL/BOLIVIA/CHILE/PARAGUAY/URUGUAY	
COUNTRY	USD	LOCAL CURRENCY
HONG KONG	150	HKD1600

Between India and Brazil – via Johannesburg:

	BRAZIL	
COUNTRY	USD	LOCAL CURRENCY
INDIA (Bombay)	150	INR6710

Between Perth and Sao Paulo – via Johannesburg:

	BRAZIL	
COUNTRY	USD	LOCAL CURRENCY
PERTH	150	Convert to Local Currency

One excess charge will apply for:

- Each bag (piece) exceeding 2 checked bags
- Each bag exceeding the dimensions of 158cm, but not exceeding 203cm
- 2 bags exceeding total dimensions of 273cm but each bag not exceeding 158cm.

Two excess charges will apply for:

- Excess number plus oversized: for each bag exceeding 2 checked bags and exceeding the dimensions of 158cm, but not exceeding 203cm.

Three excess charges will apply for:

- Business class – any bag the sum of three dimensions exceeds 203cm and the weight may not exceed 32kg of any bag.
- Economy class – any bag the sum of three dimensions exceeds 203cm and/or the weight 23kg for the first 32kg or fraction thereof.
- Each additional 10kg or fraction thereof, 1 additional excess baggage charge shall be applied; such bag shall not be carried as accompanied baggage unless prior handling arrangements have been made with the carrier.

Special Baggage Charges

AVIH – Animal in hold

N.B Not to be accepted as excess baggage on international and regional routes – refer to Cargo.

AVIH is not included in the free baggage allowance. The animal shall be carried in a container that meets the specification of the “IATA live animals regulations”. Suitable containers maybe purchased from selected pet shops.

Crate	Dimensions	Weight
No 1:	60 x 45 x 40 cm	4 kg
No 2:	80 x 55 x 55 cm	6 kg
No 3:	100 x 65 x 70 cm	13 kg
No 4:	125 x 75 x 85 cm	22 kg

Following rates apply for pets:

Weight Concept (WC): Normal excess baggage rates apply for all 4 crate sizes incl. the animal.

Piece Concept (PC): for crate 1 and 2: 1 single charge applies;
for crate 3 and 4: 2 single charges apply;

PETC

- ➔ Accompanied pets and container shall not be included in the free baggage allowance and the normal excess baggage rates apply.
- ➔ No pets permitted in Cabin.

Exceptions:

Airlink may accept for transportation in the aircraft cabin without charge:

- ➔ A dog, trained to lead the blind when it accompanies a passenger with impaired vision dependent upon such a dog.
- ➔ A dog, trained to assist the deaf, when it accompanies a passenger with impaired hearing dependent upon such dog, provided that such passenger’s impaired hearing shall be evidenced by a medical certificate.

The dog, when properly harnessed, may be permitted to accompany such passenger into the aircraft cabin but shall not be permitted to occupy a seat.

WCHS / WCHC

No excess baggage charges to be raised for the carriage of the following items:

- Non-collapsible wheelchairs and power driven wheelchairs may be accepted provided the passenger is dependent on it.

SPORTING EQUIPMENT

Sportsmen or women travelling individually or in groups will be permitted to include their sporting equipment in the free baggage allowance applicable to the class in which they will travel. The airline will not accept liability for damage to such articles if they are not suitably packed. Sporting equipment in excess of the applicable free baggage allowance will be charged in accordance with the current baggage policy.

The following Sporting equipment classified below will allow an additional Free Baggage Allowance of 15kg per passenger provided such is booked as a Special Service Requirement in respect of Sports Equipment (SSR SPEQ):

(The additional free 20kgs for sporting equipment is valid on South African Airways flights only)

- Scuba diving equipment. Diving cylinders must be empty and hung upside down with the valve open for 24 hours prior to departure.
- Canoes. (Not permitted on Airlink)
- Cricket equipment. (Restricted to 1 Cricket Coffin per passenger on Airlink Flights)
(Exception – on Aircraft Type J41 only allow maximum of 8 Cricket Coffins per flight)
- Snow skiing equipment. (Not permitted on Airlink)
- Polo Mallets and Hockey Sticks.
- Paddle skis. (Not permitted on Airlink)
- Hiking equipment.
- Hunting equipment / trophies.
- Golfing equipment. (Restricted to 1 Golf Bag per passenger on Airlink Flights)
(Exception – on Aircraft Type J41 only allow maximum of 8 Golf Bags per flight)
- Surfing equipment. (Not permitted on Airlink)
- Bicycle. (Restricted to 2 Bicycles on Airlink Flights)
- Angling equipment. Must be packed in protective cylinders not exceeding 2m in length.

N.B For Sporting Equipment NOT specified above must be included in free baggage allowance; if exceeding, normal XBAG rate (1.5% per kg of the SA Airways highest normal direct adult one way economy class fare) applies.

General Baggage Conditions

Free Baggage Allowance

A passenger may carry some baggage free of charge, subject to the conditions and limitations that are mentioned in the ticket and according to the terms of Airlink. The weight of each piece of baggage may not exceed 32 kg.

Excess Baggage

In case of baggage in excess of the free allowance a passenger has to pay the charges as published by Airlink.

Checked Baggage

Checked baggage means baggage of which the carrier takes custody and for which the carrier has issued a baggage check. The checked baggage gets loaded in the aircraft hold. This baggage is accepted at the check-in counter and is delivered to the passenger at the baggage claim upon arrival. Checked baggage usually follows the same itinerary as the passenger, provided the passenger is through-ticketed between carriers which participate in an interline agreement. In these circumstances checked baggage will be automatically transferred from one carrier's flight to another. Exceptions to this occur when baggage must be cleared through customs formalities at the transfer station. Usually in such cases, the baggage will be claimed by the passenger for inspection and then given back to the carrier or its handling agent for the continuation of the journey. Checked baggage must bear the passenger's name or other personal identification affixed to it. Passengers and their baggage are subject to inspection with an electronic detector with or without their knowledge or consent.

NOTE:

In circumstances where passengers arrive at an outstation and produce a baggage tag that shows that the bag was only tagged to JNB, Airlink will not take responsibility for the bag. Airlink could open up a missing file and update the file to state that the file is a courtesy and that the passenger should collect the bag at the airport once it arrives. Airlink will **NOT** deliver the bag in cases such as these. Airlink staff must ensure that they emphasize that we're **NOT** responsible as the bag was never checked in with Airlink. Previously, Airlink would retag the bags at interline but it was found that in some instances the bags were not located. This resulted in the passenger having the new receipt given to him by Airlink while the old tag was still on the bag. The missing file was opened with the new tag number and passenger/ bag was never reconciled. Interline staff shall not retag bags - Airlink gives the passenger the option to clear immigration and customs, collect their bags at arrivals and have it rechecked at the

appropriate local check-in desk. Should the passenger not have proper documents to enter the country we send the passenger back to the airline involved and ensure that the airline find the bag/s, re-tag the bag/s before we update the system to advise that the passenger checked baggage in with Airlink. Alternatively we revert back to the afore-mentioned.

It is also very important for the agents to update the missing file with BR and stress that the passenger was to pick his/her bag up in JNB but neglected to do so.

The passenger shall not include in his/her checked baggage, and Airlink will assume no liability for loss or damage and may refuse to carry as checked/skycheck baggage:

- Fragile articles;
- Perishable articles;
- Valuable items such as:
 - cameras and accessories;
 - computers and accessories (notebooks and notepads);
 - mobile phones;
 - legal and/or company documents;
 - legal tender (cash cards or cheques);
 - bullion (gold, silver etc);
 - leather jackets and clothing; or
 - all types of jewellery.

Carry-on Baggage (Unchecked Baggage)

Passenger carry-on baggage is limited to ONE piece not exceeding certain size and weight restrictions which enable it to be safely stowed wither under the seat in front of the passenger or in an overhead bin, locker or compartment. If baggage cannot be stored by this means or is of excessive weight or is considered unsafe for any reason, it must be checked as checked baggage in the aircraft hold. Carry-on baggage is usually included when calculating a passenger's actual free baggage allowance.

Airlink Accepts:

- 2 Pieces of carry-on baggage in Business Class
- 1 Piece of carry-on baggage in Economy Class
- Maximum dimension for one piece 52x40x23cm, max weight 8kg. The size of one carry on item shall not exceed the overall size of 115 cm.

Items not to be included in unchecked baggage:

The following list (aligned with ICAO and IATA recommended practice) is provided as a guideline of what items are not to be allowed in the cabin of Airlink aircraft. Items indicated on this list, except firearms and ammunition, may however be carried in the checked baggage of passengers. This does not include the obvious items considered as harmful items i.e. knives, firearms, explosives, grenades, etc.

- Axes and Hatchets
- Ammunition
- Baseball Bats
- Blackjacks
- Bows and Arrows
- Box Cutters
- Brass Knuckles
- Corkscrews
- Cricket Bats
- Crow Bars
- Disabling Chemicals or Gases
- Electronic Cigarette
- Fire Extinguishers
- Flare Pistols
- Golf Clubs
- Hammers
- Hockey Sticks
- Hunting Knives
- Ice Axe / Ice Pick
- Large Heavy Tools (Wrenches, Pliers etc.)
- Martial Arts Devices
- Metal Scissors with Pointed tips
- Pepper Spray
- Pool Cues
- Portable Power Drills
- Razor Blades (not in cartridge)
- Religious Knives
- Screw Drivers
- Ski Poles
- Spear Guns
- Stun Guns / Shocking Devices

- Swords
- Tear Gas
- Throwing Stars
- Toy Weapons

NOTE:

Manicure sets, including small scissors and metal nail files are permitted.

Certain items not listed as Prohibited items which may be carried on a person or in cabin baggage for medical or other use, such as syringes and hypodermically needles should be declared the airline check-in agent or checkpoint security staff. The airline will accept this carriage of these items in the cabin of the aircraft only if such items are accompanied by clearly labeled medication such as insulin or other life saving medicines. Unlabeled or unidentified substances accompanied with syringes, or packs of needles not accompanied by the above may be denied for carriage on a person or within cabin baggage. Passengers carrying these items, not requiring access to such items during flight are encouraged to rather pack these within their checked baggage. When such items are considered as unjustified or non essential, security staff may confiscate such items if a passenger fails to provide sufficient reason and/or medical evidence to carry such items.

Further restrictions on items allowed in sterile areas of airports, may be imposed or may differ from country to country, dependant on the Policy of the Local Authorities.

Portable Electronic Devices (PEDS)

To minimize the risk of PED's interfering with the aircraft systems, the carrier must ensure that passengers are adequately briefed on the potential dangers of using PEDs onboard aircrafts. Certain PEDs may only be used during the cruise phase of the flight with permission of the Captain, who has the final authority regarding such usage include. These include:

- Laptop computers outside critical stages of flight with permission of the Captain (associated printers and CD ROM equipment may not be used);
- Hand-held calculators and electronic games; and
- Audio tape players and recorders.

The following equipment may be used onboard the aircraft without restriction:

- Heart pacemakers;
- Hearing aids;
- Clocks, watches and timers; and
- Medical equipment approved for use in an aircraft.

The following equipment is prohibited from use on board an aircraft at all times:

- AM / FM / TV transmitters and/or receivers;
- Walkie Talkies;
- Remote controlled toys;
- Scanners;
- Citizen band transceivers;
- Cordless microphones;
- Satellite receivers;
- Portable video equipment;
- Electric power converters;
- Electronic Cigarette
- Computer printers;
- Laser pointers; and
- CD players and CD-ROM devices

Dangerous Goods

Items that may not be carried onboard an aircraft:

- Explosive munitions, fireworks, toy gun caps and flares.
- Gases. Flammable, non-flammable, deeply refrigerated aerosols, gas cylinders, lighter and butane gas hairbrush refills and liquid nitrogen.
- Flammable Liquids and Solids. Paints, thinners, solvents and firelighters. Passengers carrying charcoal as part of their baggage are also likely to carry firelighters and matches which are easily ignited.
- Magnetized materials, such as a compass.
- Teargas, such as self-protection mace canisters.
- Substances liable to spontaneous combustion and substances which on contact with water emit flammable gases.
- Oxidizing substances (such as bleaching powder and peroxides).
- Poisonous (toxic) and infectious substances.
- Radioactive materials.
- Corrosives (such as mercury, acids, alkalis and wet cell batteries).
- Magnetized materials and miscellaneous dangerous goods as listed in the IATA Dangerous Goods Regulations.

Items that may be carried onboard an aircraft:

- Medicinal and toilet articles. In small quantities and should not exceed 2kg or 2 liters. Each single article should not exceed 0.5kg or 0.5 liters. This includes such items as hairsprays, perfumes and medicines containing alcohol.
- Alcoholic beverages. The maximum quantity of alcoholic beverages may not exceed 5 liters and may not exceed 70% alcohol volume.
- Carbon dioxide gas cylinders. For operation of mechanical limbs. Spare cylinders also permitted.
- Dry ice. A maximum of 2.5kg dry ice may be carried provided it is well ventilated to allow the escape of carbon dioxide gas.
- Medical / Clinical thermometer. For personal use only and must be in the protective case.
- Two small non-flammable gas cylinders. Fitted into a self-inflating life jacket plus two spare cartridges.
- Hair curlers containing hydrocarbon gas. No more than one per passenger or crew member, provided that the safety cover is securely fitted over the heating element. These hair curlers must not be used on board the aircraft at any time. Gas refills for such curlers are not permitted in checked or carry-on baggage.
- With the approval of the carrier as checked baggage only, small arms ammunition for sporting purposes, in quantities not exceeding 5kg per passenger for personal use, excluding ammunition with explosives or incendiary projectiles, both of which are totally prohibited for carriage by air. For carriage of quantities in excess of 5kg, check with the carrier.
- Personal smoking materials intended for use by an individual when carried on their person. However, lighter fuel and refills and lighters containing unabsorbed liquid fuel are not permitted.
- Cardiac pacemakers containing radioactive material such as plutonium batteries, when surgically implanted in medical patients.

Items that may only be carried in the Cabin of a Passenger Aircraft

- Pacemakers. Passengers with surgically implanted cardiac pacemakers powered by lithium batteries may travel onboard without restriction.
- Matches or a lighter. Only enough for personal use and must be carried on the person.
- Underwater torches or soldering iron. The heating element or the batteries must be removed.
- Mercurial barometer. Carried by a weather bureau official. Must be securely packed in leak-proof and puncture-resistant packing.

Items that may only be carried in the Hold of a Passenger Aircraft

- Ammunition. Cartridges in quantities not exceeding 5 kg per passenger for sporting purposes provided it is securely boxed.
- Aqualung air cylinders. Only empty cylinders used for water diving will be accepted.
- Battery operated wheelchairs wet and dry cell. Wheelchairs can be carried in the hold of all aircraft.

Items that are Forbidden on Passenger and Cargo Aircraft

- Security equipment such as attaché cases, cash boxes and cash bags incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, are totally forbidden.
- Disabling devices. Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance is prohibited on the person, in checked baggage and cabin baggage.

Firearms and Ammunition (Subject to arrangement with Airlink prior to departure)

South African Laws prohibits the carriage of firearms and ammunition in checked or cabin baggage of a passenger, these firearms and ammunition must be produced to security staff for the correct handling. A maximum weight of 5kg of ammunition may be transported. As of 01 November 2007, NO handguns may be transported on any Airlink aircraft. However, hunting rifles and shotguns will be transported as checked baggage but only to and from the following destinations:

- a) OR Tambo International, Johannesburg;
- b) Cape Town;
- c) Durban;
- d) Port Elizabeth;
- e) East London;
- f) Bloemfontein;
- g) Polokwane;
- h) Phalaborwa;
- i) Kruger Mpumalanga International Airport, Nelspruit;
- j) Upington; and
- k) Kimberley.

Rifles and shotguns will not be accepted as checked baggage, unless approved by us no less than 3 days before your flight. Rifles must be unloaded with the safety catch on and suitable packed and accompanied by all documents legally required by the countries of departure, destination and any stopovers. Carriage of ammunition is subject to ICAO and IATA regulations. Ammunition will never be carried in the cabin or cockpit of the aircraft.

Weapons such as, for example, antique firearms, swords, knives, toy or replica guns, bows and arrows and similar items may be accepted as checked baggage only at our discretion, subject to prior approval by us, but will not be permitted in the cabin or cockpit of the aircraft.

Pets and Seeing-Eye/Hearing and other Service Dogs

- ➔ For live animals (PETC) special arrangements with carrier and transportation in a container are required. Excess baggage rates are charged, whereby the total weight of the animal and container is counted and any unused part of the passenger's own free allowance may not be taken into consideration.
- ➔ Transportation of PETC (dogs or cats) in the passenger cabin is NOT permitted by SA.
- ➔ All animals must be carried as AVIH or cargo in accordance with the IATA Live Animals Regulations.
- ➔ Seeing eye dogs accompanying blind passengers, dogs trained to assist deaf passengers or comparable service dogs are carried free of charge and may be accepted in the cabin, prior to arrangements made with the carrier.
- ➔ Carriage of dogs, cats and other pets is subject to Carrier's approval. It is contingent on the fact that the animals are properly crated and accompanied by valid health and vaccination certificates, entry permits, and other documents require by countries of entry or transit. Airlink reserves the right to determine the manner of carriage and to limit the number of animals that may be carried on a flight.
- ➔ "Seeing-Eye" and service dogs, together with containers and food will be carried free of charge in addition to the normal free baggage allowance. A medical certificate must evidence the passenger's dependence upon a hearing and other service dog.
- ➔ Acceptance for carriage of pets or "Seeing-Eye" dogs or other service dogs is subject to the conditions that passenger assumes full responsibility for such pet where carriage is not subject to the liability rules of the Convention.
- ➔ Airlink will have no liability in respect of any such animal not having all the necessary documents for entry into or passage through any country unless such damage has been caused by carrier's gross negligence or willful misconduct. The passenger is liable for all damages which a pet might cause to others.

Baggage Irregularities

Any item(s) of baggage which is mislaid, wrongly labeled, routed or damaged whilst in the custody of Airlink must be regarded as mishandled baggage.

In the event of passengers baggage and/or personal effects being mishandled through negligence on the part of Airlink or its handling agent, the guidelines must be adhered to in order to expedite the recovery thereof and settlement of claims, should the mishandled item(s) prove to be lost or damaged in the process. This also includes injury to passengers.

First –Need Items

Passengers must be given permission to purchase essential items of clothing and toiletries to the value of ZAR350.00 for a maximum of 5 days to tide them over pending the restoration of their baggage, but this must be strictly in accordance with their needs. First need items are not to be offered if the passenger receives the luggage on the same day. Advise the passenger of the 21 day tracing period.

When authorizing passengers to make such purchases they must be advised to purchase the necessary first need items and to forward the receipts with his/her copy of the Passenger Property Claim form to baggage claims, who will arrange for the necessary reimbursement. The reimbursing office must ensure that the amount reimbursed does not exceed the maximum amount of ZAR350.00 or the amount expended as borne out by the receipts handed in. The World Tracer file reference of the issuing office must be inserted on the relevant accountable document.

The passenger must be told in no uncertain terms that any advancement paid will be deducted from the final settlement amount should the mishandled baggage prove to be lost.

Passengers must be reminded that a reimbursement will only be made for first need items, and any other items purchased which cannot be construed as first need items, will not be included in reimbursement payments. Should the luggage not be found, the first need item advances will be deducted from the final claim settlement amount.

Before granting the first need fee, a list of articles contained in the missing baggage and their values must be obtained from the passenger as Baggage Claims are to ensure that the credit granted neither exceeds the value of the articles nor the liability, when calculated according to mass.

Airlink does not accept liability for certain items if included in a passenger's baggage as provided in the general conditions of carriage and also that a time limit exists for the rendition of claims.

Limitations on Settlements

Liability for loss, delay, or damage is limited unless a higher value is declared in advance and additional charges are paid. Payment will take place after a 21 day tracing period from the date of travel. The mass basis of US\$20.00 per kg of the checked-in luggage, or the actual amount of the passenger's claim, whichever is the lesser. The checked-in mass must be recorded in DCS.

Right to Refuse Carriage

Airlink may refuse to carry as baggage:

- **Any item reasonably considered to be prohibited or unsuitable for carriage because of its size, shape, weight, content, character, for safety or operational reasons or the comfort of another passengers or which are fragile or perishable having regard to, among other things, the type of aircraft being used. Information about unacceptable items is available from us or our authorized agents upon request.**
- **Items of which the carriage is prohibited by the applicable laws, regulations or orders of any state to be flown from or to.**
- **Airlink may refuse the acceptance of baggage for carriage unless it is in reasonable conditions properly and securely packed in suitable containers.**
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