

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

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.

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. 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. 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 **EUR** excluding fuel surcharge. Both rates and fuel surcharge are based on Chargeable Weight. 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 Quotes

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.

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.

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. Cancellation Policies

5.1. 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.

5.2. 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.

* Applicable for below 5,000kg; For shipments from 5,000kg onwards: charges applied as per LTA Policy.

6. 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>
Less than 96 hours or 4 working days written notice before the agreed Cut-Off time for the booking	50% of the total charges (including air freight rates and fuel surcharge)
Less than 72 hours or 3 working days written notice before the agreed Cut-Off time for the booking	75% of the total charges (including air freight rates and fuel surcharge)
Less than 48 hours or 2 working days written notice before the agreed Cut-Off time for the booking	100% of the total charges (including air freight rates and fuel surcharge)

7. 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 **Belgium** 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.

<i>Product</i>	<i>Built-up Unit (BUP)</i>	<i>Loose</i>	<i>Additional Information</i>
General Cargo* for pax	STD – 4 hours	STD – 4 hours	-
General Cargo* for freighter	STD – 4 hours	STD – 8 hours	-
Priority Cargo**	STD – 4 hours	STD – 4 hours	-
Special Products***	STD – 4 hours	STD – 4 hours	-
General Cargo* for pax	STD – 4 hours	STD – 4 hours	-

*General Cargo includes the following product codes: GCR

** Priority Cargo includes the following product codes: AXA, AOG

*** Special Products Cargo includes the following product codes: PER, PIL, VAL, HUM, and AVI

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

8. 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.

9. 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/>

10. 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 manual CCA can be raised up to a maximum of 12 months from AWB issue and subjected to a CCA Fee.

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

Invoice queries should be addressed via **CASSLink only**.

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Valid from 01 July 2024



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	BE	Worldwide	-	-	EUR	10.00	Per MAWB	-	01-Jul-22	31-Dec-99	
CC	HAWB Manual Data Entry	BE	Worldwide	-	-	EUR	10.00	Per HAWB	-	01-Jul-22	31-Dec-99	
CD	HAWB Electronic Transmission	BE	Worldwide	-	-	EUR	2.50	Per HAWB	-	09-Feb-22	31-Dec-99	
CG	MAWB Electronic Transmission	BE	Worldwide	-	-	EUR	2.50	Per MAWB	-	09-Feb-22	31-Dec-99	
DK	India HUM Release Order	BE	IN	GCR (Emirates AirFreight)	HUM	EUR	37.00	Per MAWB	-	01-Dec-22	31-Dec-99	
HR	Handling of Human Remains	BE	Worldwide	-	HUM	EUR	85.00	Per MAWB	-	03-Feb-22	31-Dec-99	
IN	Erbil Insurance	BE	EBL	-	-	EUR	0.15	Per Kg (Chg Wt.)	-	26-Nov-22	31-Dec-99	
KA	AVI Handling - Local Charges	BE	Worldwide	PET/AVI/DOC/EQN	-	EUR	0.07	Per Kg (Chg Wt.)	-	01-Apr-23	31-Dec-99	
		BE	Worldwide	PET/AVI/DOC/EQN	-	EUR	145.00	Per Shipment	-	01-Apr-23	31-Dec-99	
	DG (Class1, 7 MUW, SWP) Local Charges	BE	Worldwide	-	RGX/RCX/RXS/RXG/RXE/RXD /RXC/RXB/SWP/MUW	EUR	100.00	Per MAWB	-	01-Dec-22	31-Dec-99	
LA	Live Animals Related Services	BE	Worldwide	PET/AVI/DOC/EQN	-	EUR	85.00	Per MAWB	-	01-Apr-23	31-Dec-99	
MC	Trivandrum Handling Charges	BE	TRV	-	-	EUR	0.05/Kg	Per Kg (Chg Wt.)	-	10-May-22	31-Dec-99	
MI	Dhaka Royalty	BE	DAC	-	-	EUR	0.01/Kg	Per Kg (Chg Wt.)	-	01-Oct-19	31-Dec-99	
PA	Perishable Handling (Used for Pharma)	BE	Worldwide	AXS/AXD/AXC/AXM/AXT	-	EUR	50.00	Per MAWB	-	25-May-23	31-Dec-99	
RA	Dangerous Goods Physical/Documentary Inspection	BE	Worldwide	-	RRY/RRE/REQ/MAG/RDS/ICE /RLI/RLM	EUR	85.00	Per MAWB	-	03-Feb-22	31-Dec-99	
		BE	Worldwide	-	ELI/ELM	EUR	30.00	Per MAWB	-	03-Feb-22	31-Dec-99	
		BE	Worldwide	-	MUW	EUR	85.00	Per MAWB	-	03-Feb-22	31-Dec-99	
		BE	Worldwide	-	CAO	EUR	Min 125.00 and 8.10 per additional line	per line	-	03-Feb-22	31-Dec-99	
		BE	Worldwide	-	RB/RBM/RCL/RM/RX/RXG/RXG/RXS /RFG/RFL/RMD/RFS/RFW/RG X/RHF/RIS/RNG/ROP/ROX/R PB/RPG/RRW/RSB/RSC/RXB/ RXC/RXD/RXE/RXG/RXS	EUR	Min 85.00 and 8.10 per additional line	per line	-	03-Feb-22	31-Dec-99	
RC	UAE Transit Permit Cost	BE	Worldwide	-	RGX/RCX/RXS/RXG/RXE/RXD /RXC/RXB/SWP/MUW	EUR	50.00	Per MAWB	-	01-Dec-22	31-Dec-99	
RF	Oman Government Approval & Escort Fee	BE	OM	-	SWP/RXS/MUW	EUR	176.00	Per MAWB	-	20-Nov-22	31-Dec-99	
	Oman Government Approval	BE	OM	-	RRY/RRE	EUR	134.00	Per MAWB	-	20-Nov-22	31-Dec-99	
	Jordan - Import Escort Fee	BE	JO	-	SWP/RXS/MUW	EUR	58.00	Per MAWB	-	20-Nov-22	31-Dec-99	
	Saudi Arabia - OK To Forward	BE	SA	-	RB/RM/RCL/RX/RFG/RFL/RFS/RFW/RGX/RIS/RLI/RLM/RM D/RNG/ROP/ROX/RPB/RPG/ RRW/RRY/RSC/RXB/RXC/RX D/RXE/RXG/RXS	EUR	45.00	Per MAWB	-	01-Nov-23	31-Dec-99	
		BE	SA	VAL	-	-	EUR	45.00	Per MAWB	-	01-Dec-22	31-Dec-99
Singapore - Security Escort Fee	BE	SG	-	MUW/SWP	EUR	55.00	Per MAWB	-	01-Jul-24	31-Dec-99		

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(Continued) 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
TR	Transit Handling	BE	DXB	PET/AVI	-	EUR	0.00	Per MAWB	-	10-May-22	31-Dec-99	
		BE	Worldwide	AVI	-	EUR	168.00	Per MAWB	Excluded Commodity Codes: 1024, 1026, 1054, 1059, 1091, 1093	18-Nov-23	31-Dec-99	
		BE	Worldwide	PET	-	EUR	107.00 for first crate + 23.00 for each additional crate	Per PET/Per Cage	-	01-Oct-23	31-Dec-99	
UE	ULD - Leasing	BE	Worldwide	-	-	EUR	410.00	Charge/ULD	E0091 (Envirotainer T2)	17-Feb-22	19-Jan-99	
		BE	Worldwide	-	-	EUR	465.00	Charge/ULD	E0092 (RKN E1)	17-Feb-22	19-Jan-99	
		BE	Worldwide	-	-	EUR	575.00	Charge/ULD	E0096 (RAP E2)	17-Feb-22	19-Jan-99	
VA*	Valuable Handling Charges for Origin*	BE	Worldwide	VAL	-	EUR	501.52*	Per MAWB	-	01-Dec-22	31-Dec-99	
VB	Destination Valuable Handling Charges	BE	MCT	VAL	-	EUR	40.00	Per MAWB	-	31-Oct-21	31-Dec-99	
		BE	SA	VAL	-	EUR	130.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		BE	COK	VAL	-	EUR	54.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		BE	CCU	VAL	-	EUR	54.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		BE	BLR	VAL	-	EUR	54.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		BE	TRV	VAL	-	EUR	54.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		BE	EG	VAL	-	EUR	98.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		BE	SG	VAL	-	EUR	57.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		BE	LON	VAL	-	EUR	256.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		BE	PRG	VAL	-	EUR	20.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		BE	IST	VAL	-	EUR	112.00	Per MAWB	-	10-May-22	31-Dec-99	
		BE	ATH	VAL	-	EUR	30.00	Per MAWB	-	10-May-22	31-Dec-99	
		BE	AMM	VAL	-	EUR	45.00	Per MAWB	-	10-May-22	31-Dec-99	
		BE	DE	VAL/VUN	-	EUR	300.00	Per MAWB	-	10-May-22	31-Dec-99	
		BE	DE	-	RXS/SWP/MUW	EUR	300.00	Per MAWB	-	10-May-22	31-Dec-99	
		BE	FCO	VAL	-	EUR	170.00	Per MAWB	-	31-Oct-21	31-Dec-99	
		BE	MXP	VAL	-	EUR	100.00	Per MAWB	-	31-Oct-21	31-Dec-99	
BE	LCA	VAL	-	EUR	55.00	Per MAWB	-	01-Jul-23	31-Dec-99			
BE	KWI	VAL	-	EUR	12.00	Per MAWB	-	01-Jul-23	31-Dec-99			

Annexure 2 –Local Specificities

A. Additional Local Charges :

ADDITIONAL CHARGES						
DESCRIPTION	ORIGIN	DESTINATION	CURRENCY	CHARGE	CHARGE BY	ADDITIONAL INFORMATION
WEAPONS (STORAGE+PERMIT BRU)	BE	Worldwide	EUR	150.00	Per MAWB	WEAPONS (STORAGE+PERMIT BRU)
STORAGE CHARGES – General Cargo	BE	Worldwide	EUR	10.80	per 100kg on chargeable weight / per calendar day	MIN 72.00EUR - FREE STORAGE FIRST 48 HOURS (EXPORT)
STORAGE CHARGES – General Cargo	BE	Worldwide	EUR	21.00	After 5 days / per 100kg on chargeable weight / per calendar day	MIN 108 EUR
STORAGE CHARGES – Pharma CRT (15-25C) and COL (2-8C) / LOOSE	BE	Worldwide	EUR	24.00	per 100kg on chargeable weight / per calendar day	MIN 90.00EUR - FREE STORAGE FIRST 18 HOURS (EXPORT)
STORAGE CHARGES – Pharma CRT (15-25C) and COL (2-8C) / LOOSE	BE	Worldwide	EUR	30.00	After 5 days / per 100kg on chargeable weight / per calendar day	MIN 156EUR
STORAGE CHARGES – Pharma FRO / LOOSE	BE	Worldwide	EUR	30.00	per 100kg on chargeable weight / per calendar day	MIN 108.00EUR - FREE STORAGE FIRST 18 HOURS (EXPORT)
STORAGE CHARGES – Pharma FRO / LOOSE	BE	Worldwide	EUR	36.00	After 5 days / per 100kg on chargeable weight / per calendar day	MIN 180EUR
STORAGE CHARGES – Pharma / BUP	BE	Worldwide	EUR	72.00	BUP / ULD LD7 – per started calendar day	MIN 108.00EUR - FREE STORAGE FIRST 18 HOURS (EXPORT)
STORAGE CHARGES – Pharma / BUP	BE	Worldwide	EUR	60.00	BUP / ULD LD3 – per started calendar day	MIN 108.00EUR - FREE STORAGE FIRST 18 HOURS (EXPORT)
STORAGE CHARGES – VAL	BE	Worldwide	EUR	22.09	Per shipment, per 100kg, per day	STORAGE OF SHIPMENTS AT VAULT PER COMMENCED 24HRS (FIRST 6 HOURS FREE OF CHARGE) ; Min €176.87 per day
Shipments which are refused – delivered not ready for air carriage have a free storage period of maximum 12 hours.						
Pharma handling fees	BE	Worldwide	EUR	-	-	MONITORING OF COOLCHAIN IN PHARMA FACILITY
Pharma handling fees	BE	Worldwide	EUR	-	-	ACTIVE CONTAINERS
Pharma handling fees	BE	Worldwide	EUR	42.00	-	STATUS CHECK - per unit per check
Pharma handling fees	BE	Worldwide	EUR	42.00	PER REQUEST AND PER UNIT	ADDITIONAL TEMP CHECK
Pharma handling fees	BE	Worldwide	EUR	*	* UPON REQUEST	AIRSIDE PHARMA TRANSPORTERS-APT

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VAL handling fees	BE	Worldwide	EUR	298.63	PER FLIGHT (INCL 6HRS STORAGE)	VAL HANDLING FEE AIRCRAFT/VAULT
VAL handling fees	BE	Worldwide	EUR	132.18	PER FLIGHT	VAL GROUND HANDLING SECURITY
VAL handling fees	BE	Worldwide	EUR	7.42	PER MAWB	VAL SECURITY FEE
VAL handling fees	BE	Worldwide	EUR	63.29	PER MAWB (1-5 MAWB)	VAULT ACCEPTANCE CHARGES (VAL)
VAL handling fees	BE	Worldwide	EUR	55.07	PER MAWB (6-10 MAWB)	VAULT ACCEPTANCE CHARGES (VAL)
VAL handling fees	BE	Worldwide	EUR	46.72	PER MAWB (>10 MAWB)	VAULT ACCEPTANCE CHARGES (VAL)
VAL handling fees	BE	Worldwide	EUR	416.98	MIN	SECURED STORAGE FOR VAL
VAL handling fees	BE	Worldwide	EUR	170.72	PER KG/HOUR	SECURED STORAGE FOR VAL
AVI Handling fees	BE	Worldwide	EUR	85.00	PER MAWB	AVI CHECK FEE
AVI Handling fees	BE	Worldwide	EUR	85.00	MIN	AVI HANDLING/BUP FEE
AVI Handling fees	BE	Worldwide	EUR	0.07	PER KILO	AVI HANDLING/BUP FEE
AVI Handling fees	BE	Worldwide	EUR	60.00	For AVI to be loaded in bulk	AVI AIRSIDE TRANSPORT
AVI Handling fees	BE	Worldwide	EUR	140.00	For AVI loaded on aircraft pallet	AVI AIRSIDE TRANSPORT
AVI Handling fees	BE	Worldwide	EUR	117.00	FOR THE 1ST CRATE	AVI TRANSIT FEE - for all PETS/domestic/commercial animals
AVI Handling fees	BE	Worldwide	EUR	24.00	FOR EACH ADDITIONAL CRATE	AVI TRANSIT FEE - for all PETS/domestic/commercial animals
AVI Handling fees	BE	Worldwide	EUR	170.00	PER AWB * for commercial exotic birds, small/medium primates/reptiles/amphibians which normally come in multiple numbers in multiple containers	AVI TRANSIT FEE - *
POD	BE	Worldwide	EUR	75.00	per shipment	-
Landing Certificate	BE	Worldwide	EUR	75.00	per shipment	-