# Airlink (4Z) Baggage Policy

## Bulletin

## 04/2021

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# 1. HAND OR CABIN 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 are 56cm + 36 cm + 23cm and maximum weight 8kg. The size of one carry on item shall not exceed the overall dimensions of 115cm.

Dimensions of hand-baggage:

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

| | |
|---|---|
| Business Class: | 2 Pieces plus 1 slimline laptop bag |
| Economy Class: | 1 Piece plus 1 slimline laptop bag |

The following is classified as hand or cabin baggage:

- Handbag, pocketbook 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
- A handicapped Passenger may carry the below free of charge, even if it is carried in the aircraft hold:
    - 1 Wheelchair (only in the aircraft hold) maximum 32 kg
    - 1 Pair of crutches or braces
    - 1 Small dialysis machine. 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 to be carried in applicable bag. The PC bag may not to be utilized for any other purpose and may not to be activated without permission from crew
    - Mobile phone (not to be utilized during flight).

### 1.1 Exceptions and Important Need-to-Knows about hand/cabin baggage

- If passage is on the Lodge-Link services i.e. between Nelspruit / Skukuza and the Sabi Sands / Ngala / Phinda lodges – Cessna Caravan operations, an allowance of 8 kg will be permitted provided such is packed in a soft/pliable bag
- 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 under the seat in front of the passenger.
- Persons with reduced mobility may carry free of charge one wheelchair maximum weight of 32 kg and/or other assertive devices upon which they are dependent.
- The standard allowance in Business class is two pieces of cabin baggage. Economy class allows for one piece of carry on for domestic and regional flights for through journeys where the passenger travels partly in Business Class and partly in Economy Class, the free hand 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, which is claimed to be one specified above, 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 checked 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 and conform to airline regulations.
- Cabin Baggage shall not be strapped into a seat

## 2. CHECKED OR HOLD BAGGAGE

**Airlink applies the weight concept. The general free baggage allowance on Airlink flights is 20 kg in Economy Class and 30 kg in Business Class per adult passenger.**

Children & Infants paying at least 75% of the adult fare are entitled to the same baggage allowance as adults.

Infants not entitled to a seat shall only be permitted 10 kg of checked-in baggage in addition to one collapsible pram/buggy and one infant car seat.

**Exceptions exist:**

- If passage is between Johannesburg and Nosy Be, Madagascar an allowance of 20 kg only will be permitted per adult passenger Note: Sporting Equipment can only form part of the free baggage allowance and no excess baggage will be permitted.

- If passage is on the Lodge-Link services i.e. between Nelspruit / Skukuza and the Sabi Sands / Ngala / Phinda lodges – Cessna Caravan operations, an allowance of 20 kg only will be permitted per adult passenger provided such is packed in a soft/pliable bag. Note: no excess baggage including sporting equipment will be permitted however free baggage storage facilities are provided at Skukuza Airport and Nelspruit KMIA.

- If passage is between South Africa and Harare / Bulawayo / Lusaka / Ndola where an allowance of 30 kg in Economy Class and 40 kg in Business class applies per adult passenger.

- If passage is between Harare / Bulawayo / Lusaka / Ndola where an allowance of 30 kg in Economy Class and 40 kg in Business class applies per adult passenger.
- If you are flying on a single-contract/interline **no-stop** ticket connecting with any Other Carrier Regional or International flight where the baggage allowance of the **most significant carrier** will reflect on your ticket (If passage is on separate-contract tickets or **constructed with sector fares,** the baggage allowance for each ticket shall apply). See important **need to know** below on **MSC – Most Significant Carrier.**
- If you are flying on a single contract/interline ticket on an approved interline partner airline where the applicable airline's allowance will reflect on your ticket.

**Important Need-to-Knows:**

**MSC – Most Significant Carrier – Interline tickets – IATA Resolution 302 refers** if you purchase a ticket which is wholly on the services of Airlink, Airlink's baggage policy will apply.

If you purchase an interline no-stop ticket involving more than one carrier, the baggage policy of the MSC will apply per direction of travel i.e. the first international carrier per direction.

The MSC policy will apply only if a through-check is possible – i.e. no night stop or stopover is permitted. However, the MSC policy is applied according to the ticket construction, so even if a passenger travelling on a "non-stop" ticket is required to clear luggage at first point of entry in South Africa, the luggage may be considered as "through-checked" in respect of the allowance.

**Hold space restrictions on Airlink aircraft** due to the nature of the smaller airports which Airlink serves with medium-size aircraft, hold space may be restricted on full flights and/or in certain weather conditions.

In such instances Airlink will do all possible to load all hold baggage but, in the interest of operational safety, may opt to carry some baggage on the next available flight to your destination. Extra baggage may also be carried at an additional charge. However, this may not guarantee that the baggage is carried on the same flight on which you travel, under the afore-mentioned circumstances.

## 2.1 SIZE AND WEIGHT OF CHECKED-IN BAGGAGE

The maximum dimensions of any one piece of baggage permitted where travel is **wholly on the services of Airlink flights** are:

90cm + 72cm + 45cm (including handle, wheels and pockets) total dimensions 207cm

Dimensions of Hold baggage:

**Bulky items** may also be carried up to maximum dimensions of 190cm + 75cm + 65cm (including handle, wheels and pockets) but may incur an excess baggage charge if the free baggage allowance is exceeded.

**The maximum permitted weight of any one piece of checked luggage is 32 kg**.

Any item exceeding the above dimensions may be booked as Cargo through the following channels:

Airlink CARGO or enquiries@airlinkcargo.co.za . For more information regarding Cargo please visit www.airlinkcargo.co.za +27 10 880 3632/3

To ensure that bags fit the dimensions of the conveyor belts, ACSA has stipulated the following dimensions:
The sizes do not include the items that form part of sporting equipment / fragile items.

| Dimensions | Minimum | Average | Maximum |
|---|---|---|---|
| Length (mm) | 250 | 550 | 900 |
| Width (mm) | 250 | 400 | 450 |
| Height (mm) | 75 | 500 | 720 |
| Weight (kg) | 1,5 | 18 | 32 |

## Free Baggage Allowance – Checked Baggage - Weight Concept

| Passenger | Route | Type of baggage | Weight |
|---|---|---|---|
| Adults and Children aged 2 years and over | Between South Africa and Ndola, Lusaka, Bulawayo, Harare | Any number of pieces | 40 kg Business Class<br>30 kg Economy Class |
| Adults and Children (aged 2 years and over) | All other Airlink flights | Any number of pieces | 30 kg Business Class<br>20 kg Economy Class |

| | | | |
|---|---|---|---|
| Infants (under the age of 2) | All Airlink flights | Any number of pieces | 10 kg plus one collapsible pram or buggy and one infant car seat |

## 3. Excess Baggage Charges Airlink flights

**Domestic Flights**: Twenty-six (26) South African Rand per kilogram plus 15% VAT.

**Regional Flights**: Flat amounts as per the table below: -

| From | To | Currency | Amount per KG |
|---|---|---|---|
| ZA | BEW / POL / TET / VNX / MPM | ZAR | 60.00 |
| ZA | NLA / LUN / TNR / NOS / FBM | ZAR | 70.00 |
| ZA | BUQ / HRE / VFA / LVI / GBE / MUB / BBK | ZAR | 40.00 |
| ZA | SHO / MTS / MSU | ZAR | 30.00 |
| ZA | WDH / WVB | ZAR | 50.00 |
| ZA | DAR / EBB | ZAR | 130.00 |
| ZA | HLE | ZAR | 150.00 |

| From | To | Currency | Amount per KG |
|---|---|---|---|
| BEW / POL / TET / VNX / MPM | ZA | MZN | 280 |
| NLA / LUN / TNR / NOS / HRE / BUQ / VFA / LVI / FBM | ZA | USD | 10.00 |
| GBE / MUB / BBK | ZA | BWP | 30.00 |
| DAR / EBB | ZA | USD | 11.00 |
| SHO / MTS | ZA | SZL | 30.00 |

| | | | |
|---|---|---|---|
| MSU | ZA | LSL | 30.00 |
| HLE | ZA | SHP | 10.00 |
| WDH / WVB | ZA | NAD | 50.00 |

**More Need-to-Knows:**

**Differences in Baggage policies** from all over the world affect the allowances shown on tickets which are interlined on Airlink flights and perceived anomalies may occur from time to time. Airlink staff will do all possible to honour the allowance shown on the passenger's air-ticket.

**Important Need – to – Know: Interlining of baggage**

**If baggage allowances differ per sector on an interline air-ticket** (normally a sector fare construction), the allowance per sector shall be applied. In this instance, if excess baggage charges are applicable, these should be charged separately per sector however passengers may still be through-checked.

**In case of through-check-in on airlines,** the applicable excess charges should be charged if required for each part 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 4Z sectors and for other airline sectors according to the transporting carrier's rules and charges.

# 4. SPECIAL BAGGAGE CATEGORIES

## 4.1 ANIMAL IN HOLD (IATA CODE AVIH)

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

AVIH is not included in the free baggage allowance.

<u>Domestic routes -</u>

Domestic pets limited to small and medium sized dogs, cats, and household birds, shall be carried in a pet container that meets the specification of the "IATA live animals' regulations". Suitable pet containers may be 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 |

- **Weight Concept (WC): Normal excess baggage rates apply for all 4 crate sizes including the weight of the animal.**

Carriage of domestic 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 original vaccination certificates.

Airlink reserves the right to determine the manner of carriage and to limit the number of domestic pets that may be carried on a flight within the hold

## 4.2 PETS IN CABIN (IATA CODE PETC)

- No domestic pets are permitted in the Cabin.

***Exceptions:***

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

- **"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 only once prior arrangements have been made with the carrier.
- "**Seeing-eye",** service dogs and Emotional Support / Psychiatric Service dog, together with containers and food will be carried free of charge in addition to the normal free baggage allowance. A medical certificate must be produced as evidence of the passenger's dependence upon a hearing or other service dog.
- Acceptance for carriage of pets or "seeing-eye dogs" or other service dogs, Emotional Support / Psychiatric Service dog is subject to the conditions that the 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.
- 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.

## 4.3 WHEELCHAIRS (IATA codes WCHS / WCHC)

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

- A non-collapsible wheelchair or power-driven wheelchair may be accepted provided the passenger is dependent on it. Wheelchairs weighing in excess of 32 kg may not be accepted as checked baggage and must be pre-booked and handled as cargo through Airlink Cargo Customer Care contact +27 10 880 3632/3

## 4.4 SPORTING EQUIPMENT

Individual sportspersons or sports groups will be permitted, **sporting equipment** *(subject to SPEQ items listed in 4.4 of the 4Z baggage policy)* packed as one piece, maximum 15kg on top of the free checked baggage allowance allocated on the ticket.

Should the overall baggage allowance weight exceed the free allowance, excess baggage rates will apply. The maximum overall allowance that can be carried free of charge varies according to the class and destination.

Example of the overall free baggage allowance is 20kg permitted on an Economy class ticket and an additional 15kg permitted for a golf bag which means the total free baggage allowance is 35kg before excess baggage charges will apply.

Individual sports items with maximum dimensions of 190 x 75 x 65 cm. Sports items exceeding these dimensions cannot be transported as checked baggage and must be sent as cargo.

Sports equipment bags and cases cannot contain clothing or other personal items. They must be used only to carry sports equipment.

Aircraft restrictions limit the quantity and types of certain sports equipment that can be accepted so it is advisable to pre-book such items.

All excess baggage purchases are non-refundable regardless of whether the excess baggage charges have been utilized or not.

To ensure acceptance of such at the airport, a facility is offered whereby this may be pre-booked as a Special Service Request in respect of Sports Equipment (SSR SPEQ) through your travel agent or through the **Airlink Helpdesk on Tel + 27 11 451 7350**.

| | | |
|---|---|---|
| **Angling equipment. (SSR SPEQ)**<br><br>Fishing rods must be packed in protective cylinders not exceeding 2m in length. | **Bowling woods / equipment (SSR SPEQ)** | **Non-motorised Bicycle (SSR BIKE)**<br><br>Restricted to the following maximum number of bicycles per aircraft type:<br>➢ Embraer 135/140/145 – 3<br>➢ Embraer E-Jet 170/190 – 6<br><br>Maximum dimensions of 190cm x 75cm x 65 cm (including handle, wheels & pockets) – valid for all aircraft types. Disassembly and packing conditions apply. |
| **Cricket equipment. (SSR SPEQ)** | **Golfing equipment. (SSR SPEQ)** | **Hiking Equipment. (SSR SPEQ)** |

| | | |
|---|---|---|
| Restricted to 1 Cricket Coffin per passenger on Airlink Flights. | Restricted to 1 Golf Bag per passenger on Airlink Flights. | |
| **Horse Riding Equipment (SSR SPEQ)**<br><br>Saddle, stirrups and riding helmet must be tied and securely packed and wrapped. | **Hunting** Weapons (SSR – WEAP)<br>Firearms & Ammunition – subject to correct transportation / safety procedure being followed)<br>**Ammunition – up to 5 kg when packed separately from the firearm, as per regulations. These will be accepted free of charge.** | **Netball / Volleyball (SSR SPEQ)** |
| **Polo Mallets and Hockey Sticks. (SSR SPEQ)** | **Rugby / Football (Soccer) equipment (SSR SPEQ)** | **Scuba diving equipment. (SSR SPEQ)**<br><br>Diving cylinders must be empty and hung upside down with the valve open for 24 hours prior to departure. |
| **Snow or Water Skis (SSR SPEQ)**<br><br>Provided they do not exceed 2m in length. | **Surf, Kite, Paddle and Skateboards (SSR SPEQ)**<br><br>Provided they do not exceed 2m in length. | **Tennis / Squash Equipment (SSR SPEQ)** |

**Exception: If passage is between Johannesburg and Nosy Be, Madagascar an allowance of 20 kg only will be permitted per adult passenger. Note: Sporting Equipment can only form part of the free baggage allowance and no excess baggage will be permitted.**

**N.B.**

1. **Sporting Equipment NOT specified above must be included in your free baggage allowance,** please contact Airlink Head Office for verification. Please note that this sporting equipment will be permitted strictly at the discretion of the Airline.

2. **Hold space restrictions on Airlink aircraft** due to the nature of the smaller airports which Airlink serves with medium-size aircraft, hold space may be restricted on full flights and/or in certain weather conditions.

   In such instances Airlink will do all possible to load all hold baggage but, in the interest of operational safety, may elect to carry some baggage on the next available flight to your destination. Extra baggage may also be carried at an additional charge. However, this may

not guarantee that the baggage is carried on the same flight on which you travel, under the afore-mentioned circumstances.

## 4.5 MUSICAL INSTRUMENTS

Musical instruments, cello, harp, guitar etc, are not accept in the aircraft cabin and accepted only as Checked baggage for placement in the hold compartment. This type of baggage shall have a "Fragile" sticker attached and the Passenger shall be required to sign a Limited Release tag. Advance arrangement must be made no later than three (3) days Business days prior to departure. The musical instrument must be in its hard-shell case for appropriate protection.

## 4.6 PERISHABLE PRODUCE – DOMESTIC SERVICES ONLY

A maximum mass of 10 kg of perishable goods may be included in the free baggage allowance. Due to its perishable nature, it will be carried at the passenger's own risk and will not be accepted on Airlink regional flights.

## 4.7. CREMATED HUMAN REMAINS

Cremated human remains (ashes) are acceptable for carriage as checked baggage provided the Passenger is in possession of all the necessary documentation including the certified copy of the death certificate.

The Container or Urn containing the cremated remains should have the ashes placed in a plastic bag inside as supported sealed container for added protection that will pass airport x-ray machines.

Permits are not required for the conveyance of the ashes of bodies which have been cremated in a crematorium, but a Certificate of Cremation must be produced if required during security inspections prior to boarding.

**Coffins**

Coffins containing human remains (body must be embalmed and not leaking) is not accepted at check-in but only as Cargo after an assessment is made due to the restricted cargo capacity size of Airlink aircraft.

customercare@airlinkcargo.co.za needs to be contacted 48 hours in advance by a registered undertaker or funeral parlour.

## 4.8 RESTRICTED ITEMS IN CHECKED BAGGAGE

Your hold luggage should not contain:

- **Fragile** articles
- **Perishable** articles
- **Valuable items** such as:
  - cameras and accessories;

- computers and accessories (notebooks and notepads)
- phones
- legal and/or company documents
- legal tender (cash cards or cheques)
- Bullion (gold, silver etc.)
- leather jackets and clothing
- any type of jewelry
- merchandise
- Electronic Cigarette

Airlink will assume no liability for loss or damage of the aforementioned items and may refuse to carry such as Checked/Sky-check baggage.

## 4.9 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.

| | | | | |
|---|---|---|---|---|
| Ammunition<br>See Chapter 4.10 | Baseball Bats | Blackjacks | Box Cutters | Brass Knuckles |
| Corkscrews | Cricket Bats | Crow Bars | Disabling Chemicals or Gases | Duct Tape |
| Fire Extinguishers | Golf Clubs | HandCuffs | Hammers | Heavy Tools (Wrenches, Pliers etc.) |
| Hockey Sticks | Hunting Knives | Ice Axe / Ice Pick | Martial Arts Devices | Metal Scissors with Pointed tips |
| Pool Cues | Portable Power Drills | Razor Blades (not in cartridge) | Religious Knives | Screw Drivers |
| Ski Poles | Throwing Stars | | | |

*NOTE:*

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

The items below, shall incur a handling fee charge as per cities and charges under Paragraph 4.11

| | | | | |
|---|---|---|---|---|
| Axes and hatchets | Flare Pistols / Starter Guns | Pellets Guns / Rifles | Paint Ball guns | Replica Guns |
| Spear Guns | Stun Guns / Shocking Devices | Swords | Toy Weapons | Tranquilliser Dart Guns – **Veterinary purposes only** |

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 hypodermic needles should be declared to the airline check-in agent or checkpoint security staff. The airline will accept the carriage of these items in the cabin of the aircraft only if such items are accompanied by clearly labelled medication such as insulin or other lifesaving medicines. Unlabelled 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, when 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.

## 4.10 PORTABLE ELECTRONIC DEVICES (PEDS)

Refer to Clause 10.5 (Lithium Batteries) in the Airlink Conditions of Carriage

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 on-board 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. These include:

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

**The following equipment may be used on board the aircraft without restriction:**

- Heart pacemakers
- Hearing aids
- Clocks, watches and timers
- 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
- CD players and CD-ROM devices
- The Limit to the number of PED and spare batteries that may be carried by passengers and crew are:
    - Maximum of 15 Portable Electronic Devices
    - Maximum of 20 non-spillable Spare Batteries and must be 12V or less and 100Wh or less

## 4.11 DANGEROUS GOODS

**Items that may not be carried on board 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.
- Oxygen. For safety reasons the airline does not permit Passengers to bring their own oxygen cylinders aboard an aircraft in Checked or Unchecked Baggage. The airline also cannot supply oxygen onboard.
- Flammable Liquids and Solids such as, but not restricted to, paints, thinners, solvents and firelighters.
- 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 on board an aircraft:**

- Medicinal and toilet articles in small quantities which should not exceed 2 kg or 2 liters. Each individual article should not exceed 500ml. This includes such items as hairsprays, perfumes and medicines containing alcohol.
- Alcoholic beverages. The maximum quantity of alcoholic beverages may not exceed 5 litres and may not exceed 70% alcohol volume including alcohol-based hand sanitisers maximum 100 ml in carry-on baggage.
- Carbon dioxide gas cylinders for the operation of mechanical limbs. Spare cylinders are also permitted.
- Dry ice. A maximum of 1 kg of dry ice may be carried provided it is well ventilated to allow the escape of carbon dioxide gas.
- Medial / Clinical thermometer. For personal use only and must be in a protective case.
- Two small non-flammable gas cylinders which are fitted into a self-inflating life jacket plus two spare cartridges.
- Hair curlers containing hydrocarbon gas. No more than one set 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.
- 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 – may only be carried by a weather bureau official and 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.
- Ammunition with explosives or incendiary projectiles are completely prohibited for carriage by air.

## 4.12 FIREARMS AND AMMUNITION (Subject to arrangement with Airlink prior to departure)

South African Laws prohibit 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 5 kg of ammunition may be transported.

**No hand weapons** (small-arms, handguns i.e. pistols/revolvers) will be accepted or may be transported on any Airlink aircraft. However, hunting rifles, shotguns, Sporting firearms and hunting handguns may be transported as checked baggage but only to and from the following destinations and see the charges below from all the destinations:

**a. South Africa –**

| | | |
|---|---|---|
| • Cape Town | • Durban | • East London |
| • Johannesburg | • Gqeberha (Port Elizabeth) | • Hoedspruit |
| • Mthatha | • Nelspruit | • Polokwane |
| • Sishen | • Upington | |
| • Bloemfontein:<br>➢ **Handling Fee:** will apply for loading and a fee will apply for offloading – One Firearm ZAR 400 / Two ZAR 350 per firearm / Three ZAR 300 per firearm, excluding VAT.<br>➢ **Payment:** paid directly to the Handling agent at the airport. | | |
| • Kimberley: -<br>➢ **Handling Fee:** ZAR 300 excluding VAT will apply for loading and ZAR 300 excluding VAT for offloading per gun or rifle bag.<br>➢ **Payment:** paid directly to the Handling agent at the airport. | | |
| • Richard Bay: -<br>➢ **Handling Fee:** ZAR 350 excluding VAT will apply for loading and ZAR 350 excluding VAT for offloading per gun or rifle bag.<br>➢ **Payment:** paid directly to the Handling agent at the airport. | | |
| • Skukuza - Station Manager **MUST** be advised. | | |
| • George – any firearms **prohibited** from transporting. | | |
| • Pietermaritzburg – no handguns permitted. | | |

**b. Botswana –**

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| • Kasane / Gaborone / Maun |

**c. The Democratic Republic of Congo**

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| • Lubumbashi – any firearms prohibited from transporting. |

**d. Lesotho –**

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| • Maseru |

**e. Madagascar**

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| • Antananarivo |
| • Nosy Be – any firearms **prohibited** from transporting. |

**f. Mozambique –**

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| • Beira / Maputo / Pemba / Tete / Vilanculos |

**g. Namibia**

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| • Windhoek / Walvis Bay – **Hunting Rifles** may **ONLY** be transported. |

**h. – Eswatini**

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| • Manzini |

**i. St Helena**

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| • St Helena Island / Ascension Island – any firearms prohibited from transporting. |

**j. Tanzania**

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| • Dar Es Salaam |

**k. Zambia –**

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| • Livingstone / Lusaka / Ndola |

**l. Zimbabwe –**

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| • Bulawayo / Harare |
| • Victoria Falls – Hunting Rifles may ONLY be transported. |

**Applicable charges –**

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| Within South Africa –<br><br>Except for travel from: Bloemfontein, Kimberley, and Richards Bay. See above |
| ➢ **Handling Fee**: ZAR 500 excluding VAT will apply for loading per gun or per rifle.<br>➢ Pa**yment:** paid directly in advance to Airlink or at the airport. |

| Ex Johannesburg. Cape Town, Nelspruit to Africa - |
|---|
| ➢ **Handling Fee**: ZAR 600 excluding VAT will apply for loading per gun or per rifle.<br>➢ Pa**yment:** paid directly in advance to Airlink or at the airport. |

| Ex Africa to Johannesburg, Cape Town, Nelspruit - |
|---|
| ➢ **Handling Fee**: USD 40 excluding VAT will apply for loading per gun or per rifle.<br>➢ Pa**yment:** paid directly in advance to Airlink or at the airport. |

Rifles and shotguns will not be accepted as Checked Baggage, unless approved no less than three (3) working days prior to departure through **Airlink Revenue Control Tel +27 11 451 7350**. Rifles must be unloaded with the safety catch on, and suitably packed and accompanied by all documents legally required by the countries of departure, destination and any stopovers. Only five (5) kilograms of ammunition is allowed per Passenger. Ammunition will never be carried in the cabin or flight deck of the aircraft. Ammunition must be packed separately and securely from the firearm case.

Weapons such as antique firearms, knives and similar items may be accepted as Checked Baggage only at the airline's discretion.

Airlink will have no liability or responsibility where any item accepted is removed from Checked Baggage and/or retained or destroyed by security personnel, government officials, airport officials, police or military officials or other airlines involved in the carriage of a Passenger.

## 4.13 BAGGAGE IRREGULARITIES

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

Mishandled baggage should be reported immediately upon arrival at the Baggage Enquiries office in the arrivals area.

## 4.14 FIRST –NEED ITEMS

Essential items of clothing and toiletries may be purchased and claimed from Airlink should baggage which has been mislaid by Airlink or its appointed handling agent not be returned to the passenger on the same day, except where the passenger resides in the area where the loss has been reported. Such items are restricted to maximum value of ZAR350.00 per passenger, per day, limited to a maximum of 5 days.

## 4.15 LIMITATIONS ON SETTLEMENTS

The extent of Airlink's liability is determined by the applicable Convention being either the Montreal Convention or the Warsaw Convention.

The liability of the Airline in regard to any claim that the Passenger may have against Airlink in regard to Loss or Damage to Baggage is limited to the higher of:

- the sector fare paid by the Passenger for the Ticket; or

- the applicable Convention in terms of any claims related to the loss of or damage to Baggage, provided that the Passenger comply in all material respects with the procedures in submitting the claims as provided for in the applicable Convention.

## 5. 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, the comfort of other passengers or which are fragile or perishable having regard to, amongst 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 condition as well as properly and securely packed in suitable containers.

New 4Z Baggage document – updated 18 Jun 20.

4.8 & Weapons included into Handling fees -Updated 07 Jul 20

4.12 ELS & PLZ included as cities to collect charges for Weapons – updated 25 Aug 20.

2. Checked or Hold Baggage – removal of Gaborone and Maseru – exception of 30kg & 40kgs effective for tickets issued on/after 28 Oct 20 – updated 26 Oct 20 also valid from South Africa.

Addition of FBM excess baggage rate. – updated 26 Oct 20

Addition of DAR excess baggage rate – updated 16 Nov 20

Updated table for excess baggage – between ZA -NLA / LUN / BUQ / HRE – updated 23 Dec 20

Updated PZB – no handguns – 02 Feb 21

Updated AVIH – Domestic pets 02 Feb 21

Updated and include – FBM / DAR / Musical instruments / SPEQ – 03 Feb 21

Updated to include Tennis / Squash Equipment / PLZ name change / addition of Sporting equipment - 13 May 21

Charging of Weapons – effective for booking made on/after 14 May 21

Charging of weapons per gun / rifle + wording change on Sporting equipment– 26 May 21

Excess baggage charge DAR / EBB – 11 Jun 21

Change to WEAP charge – removed Bow and arrows – 11 Jun 21