**Airlink Baggage Policy**

**Bulletin 11/2018**

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 x 34cm x 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, 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
* 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)
* 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 pod or under the seat in front of the passenger.
* Persons with reduced mobility may carry free of charge one wheelchair maximum weight of 32 kgs 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. This applies to all passengers travelling in economy class regardless of their Voyager or other status.
* 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.

**2. CHECKED OR HOLD BAGGAGE**

**The general free allowance on AIRLINK flights is 20Kg in Economy Class and 30Kg in Business Class per adult passenger.**

Children & Infants paying at least 50% of the adult fare are entitled to the same baggage allowance as adults.

Infants not entitled to a seat shall only be permitted 10Kg 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 20kg 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 20Kg 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 Johannesburg and Harare/Bulawayo/Lusaka/Ndola/Gaborone/Maseru where an allowance of 30Kg in Economy Class and 40Kg in Business class applies per adult passenger.
* If you are flying on a single-contract/interline **no-stop** ticket connecting with an SAA 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 a South African Airways Voyager card holder whereby an additional free baggage allowance shall apply in the following categories; Platinum = additional 30kg; Gold = additional 20kg and Silver = additional 10kg.
* 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 SA AIRLINK, SA 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.

**Interline travel in conjunction with SAA domestic and some international flights** may result in Piece Concept showing on a ticket whereby SAA allows one piece of luggage in economy class with maximum dimensions of 158cm and weighing a maximum of 23Kg for checked luggage before excess baggage charges shall apply. Please see [www.flysaa.com](http://www.flysaa.com) baggage policy for more information on Piece Concept.

**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 x 72cm x 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 x 75cm x 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 32Kg**.

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

For more information regarding Cargo please visit [www.airlinkcargo.co.za](http://www.airlinkcargo.co.za)

Or Cargo operations: + 27 10 880 3634 /5/6/7

Cargo Customer Care: + 27 10 880 3631 /2/3 or customer@airlinkcargo.co.za

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 Johannesburg and Ndola, Lusaka, Bulawayo, Harare, Gaborone, Maseru | Any number of pieces | 40Kg Business Class 30Kg Economy Class |
| Adults and Children (aged 2 years and over) | All other AIRLINK flights | Any number of pieces | 30Kg Business Class 20Kg Economy Class |
| Infants (under the age of 2) | All AIRLINK flights | Any number of pieces | 10kg plus one collapsible pram or buggy and one car seat |

1. **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 | APL / BEW / POL / TET / VNX / MPM  | ZAR | 60.00 |
| ZA | NLA / LUN / TNR / NOS | ZAR  | 70.00 |
| ZA | BUQ / HRE / LVI / VFA / GBE / MUB / BBK  | ZAR | 40.00 |
| ZA | SHO / MTS / MSU  | ZAR | 30.00 |
| ZA | COO  | ZAR | 250.00 |
| ZA | DLA | ZAR | 220.00 |
| ZA | LBV | ZAR | 200.00 |
| ZA | WDH / WVB | ZAR | 50.00 |
| ZA | HLE | ZAR  | 150.00 |
| LBV | DLA | XAF | 2240 |
| LBV | COO | XAF | 2330 |

|  |  |  |  |
| --- | --- | --- | --- |
| **From**  | **To** | **Currency** | **Amount per KG** |
| APL / BEW / POL / TET  / VNX / MPM  | ZA | MZN | 280 |
| NLA / LUN / TNR / NOS / HRE / BUQ / VFA / LVI | ZA | USD | 10.00 |
| GBE / MUB / BBK  | ZA | BWP | 30.00 |
| SHO / MTS | ZA | SZL | 30.00 |
| MSU | ZA | LSL | 30.00 |
| HLE | ZA | SHP | 10.00 |
| LBV | ZA | XAF | 9600 |
| DLA | ZA | XAF | 10560 |
| COO | ZA | XOF | 11710 |
| 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.

1. **FREE BAGGAGE ALLOWANCE – CHECKED BAGGAGE - PIECE CONCEPT**

**Piece concept – allowing a number of bags per person in favour of a maximum weight of baggage per person.**

**This type of agreement affects baggage allowances on AIRLINK flights for tickets issued in conjunction with SAA and some other interline carriers on a single-contract/interline basis**. AIRLINK will do all possible to honour the carriage of the additional baggage afforded by this facility within the constraints of limited hold space.

These are areas most influenced by Piece Concept agreements in relation to AIRLINK flights:

1. Within South Africa and between some African destinations on SAA flights.
2. Between South Africa/Africa and USA/US Territories. (Government Reservation: 95-2-7)
3. Between South Africa and Brazil. (Government Reservation: 26-6-98) (i.e. applies from between any point in South Africa and any point in Brazil)
4. Between Africa and Sao Paulo - Brazil (SA only) (i.e. applies between any point in Africa served by SA carrier code and Sao Paulo only)
5. Between Africa and Buenos Aires –Argentina (SA only) (i.e. applies between any point in Africa served by SA carrier code and Buenos Aires only)

**CHECKED BAGGAGE ALLOWANCES: INTERLINE TICKETS WITH SAA - PIECE CONCEPT**

Children & Infants – paying at least 50% of the adult fare are entitled to the same baggage allowance as adults.

Infants not entitled to a seat shall only be permitted to 1PC up to 23 kg & one collapsible pram / buggy and one infant car seat.

* **In the event that the passenger only travel on the services of SAA (SA 0001 – 0999 flights), the baggage allowance of an infant may be packed in the bag of one accompanied passenger. The weight of the bag of the accompanied passenger may not exceed 32 Kg. The infant will forfeit the free baggage allowance of one bag at 23 Kg in such an instance, however one collapsible pushchair and one car seat will be permitted.**

|  |  |  |
| --- | --- | --- |
|  | Business class | Economy class |
| Domestic (Within South Africa)  | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 1 piece up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| BetweenWorldwide - USA / Canada  | 2 pieces up to 32kg per piece(70lb) & maximum dimensions of 158cm (62inches) per piece | 2 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| Between Africa - Europe / UK  | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 1 piece up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| From Malawi to London and Europe -.  | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 2 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| From Democratic Republic of the Congo / Malawi / Mozambique / Zambia / Zimbabwe to Europe / UK  | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 2 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| From the UK to Malawi / Zambia / Zimbabwe  | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 2 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| Between Africa – UK (not mentioned above) | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 1 piece up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| Between Africa – Asia / Japan – where the fare component include travel to/from HKG or any point in Asia / Japan via HKG | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 2 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| Between Africa – Asia / Japan where the fare component include travel to/from BJS or any point in China via BJS. | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 2 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| Between Africa / New Zealand  | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 1 piece up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| Between Africa – Australia  | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 2 piece up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| Between Africa and the Middle East. When SA is the marketing carrier on EK – operating flights between JNB – DXB | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 2 piece up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| Within Africa:  | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 2 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| Nigeria – between South Africa & Nigeria | 3 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 3 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| Between South Africa & ADD. When SA is the marketing carrier on ET, operating flights between JNB / DUR / CPT – ADD | The baggage allowance of the operating carrier will apply  | The baggage allowance of the operating carrier will apply |
| Between Reunion & Africa | 1 piece up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece | 1 piece up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| Between South America – Australia / New Zealand except Brazil  | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 2 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece |
| Between South America – Asia / Japan / Africa except Brazil & Argentina | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 2 pieces up to 23kg per piece (50lb) & maximum dimensions of 158cm (62inches) per piece |
| Between Argentina – Africa  | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 2 pieces up to 23kg per piece (50lb) & maximum dimensions of 158cm (62inches) per piece |
| Between Argentina – Asia / Japan | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece |
| Between Brazil – Africa / Asia / Japan / Australia  | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece |
| Between Brazil – Europe & USA  | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece | 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece |

**If any destination is not mentioned above it will default to the allowance as mentioned below:**

**Business class** – 2 pieces up to 32kg **per piece** (70lb) & maximum dimensions of 158cm (62inches) per piece

**Economy class** – 1 piece up to 23kg **per piece** (50lb) & maximum dimensions of 158cm (62inches)

Children & Infants – paying at least 50% of the adult fare are entitled to the same baggage allowance as adults.

Infants not entitled to a seat shall only be permitted to 1PC up to 23 kg & one collapsible pushchair and one car set

1. **EXCESS BAGGAGE CHARGES - PIECE CONCEPT**

**Within South Africa**

|  |  |
| --- | --- |
| Business Class | ZAR342.10 PLUS ZAR 51.32 (15%) VAT TOTAL ZAR 393.42 **PER PIECE**  |
| Economy Class | ZAR254.39 PLUS ZAR 38.16 (15%) VATTOTALZAR 292.55 **PER PIECE**  |

**Between New York/Washington and Africa via Johannesburg**

|  |  |  |
| --- | --- | --- |
| Country | Charge |  Local Currency Charges |
| All countries/cities in Africa not specified below | USD200 | USD200 |
| South Africa | USD200 | ZAR 1200 |

**Between USA and Africa (EXCEPT Hawaii, Alaska)**

|  |  |  |
| --- | --- | --- |
| Country / Cities | Charge | Local currency |
| All countries / Cities in Africa not specified below: | USD 250 | USD 250 |
| South Africa  | USD 250 | ZAR 2050 |
| Namibia | USD 250 | NAD 2050 |

**Between Africa & Hawaii, Alaska & Mexico**

|  |  |  |
| --- | --- | --- |
| Country / Cities | Charge | Local currency |
| All countries / Cities in Africa not specified below: | USD 400 | USD 400 |
| South Africa | USD 400 | ZAR 2350 |
| Namibia | USD 400 | ZAR 2350 |
| Zimbabwe | USD 400 | USD 400 |

**Between Canada & Africa**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Country / Cities | Eastern CanadaNew Foundland & Labrador/ Prince Edward Island/ Nova Scotia / New Brunswick / Quebec / Ontario | Local currency | Western CanadaManitoba / Saskatchewan Alberta / British Columbia / Yukon / N.W. Territories / Nunavut | Local currency |
| All countries / Cities in Africa not specified below: | CAD 250 | USD 250 | CAD 300 | USD 300 |
| South Africa | CAD 250 | ZAR 1950 | CAD 300 | ZAR 2050 |
| Namibia | CAD 250 | NAD 1950 | CAD 300 | NAD 2050 |
| Zimbabwe | CAD 250 | USD 250 | CAD 300 | USD 300 |

**Between Africa & Brazil – via Johannesburg**

|  |  |  |
| --- | --- | --- |
| Country / Cities | Charge | Local Currency |
| All countries in Africa not specified below: | USD 140 | USD 140 |
| South Africa | USD 120 | ZAR 1000 |
| Namibia | USD 120 | NAD 1000 |

**Between Europe /UK & South Africa via Johannesburg**

|  |  |
| --- | --- |
| Country / Cities | Local currency |
| Business Class | Economy class | Business Class | Economy class |
| London | GBP 120 |  GBP 60 | ZAR 2200 | ZAR 1100 |
| Frankfurt / Munich  | EUR 150 | EUR 150 | ZAR 1500 | ZAR 850 |
| UK | N/A | N/A | ZAR 2200 | ZAR 1100 |
| Germany / Europe  | N/A | N/A | ZAR 1650 | ZAR 1000 |
| Scandinavia / Finland | EUR 180 | EUR 130 | ZAR 1650 | ZAR 1000 |

**Between Europe / UK & Africa via Johannesburg**

|  |  |  |
| --- | --- | --- |
| Country / Cities | Charge | Local Currency |
| Business Class | Economy class | Business Class | Economy class |
| London | GBP 120 |  GBP 60 | USD 150 | USD 90 |
| Frankfurt / Munich  | EUR 180 | EUR 180 | USD 230 | USD 150 |
| UK | N/A | N/A | USD 250 | USD 130 |
| Germany / Europe  | N/A | N/A | USD 250 | USD 130 |
| Scandinavia / Finland | EUR 250 | EUR 200 | USD 250 | USD 130 |

**Between Japan, Australia, Hong Kong, New Zealand, China & South Africa via Johannesburg**

|  |  |
| --- | --- |
| Countries / Cities  | Local Currency |
|  | Business Class | Economy Class | Business Class | Economy Class |
| Australia / New Zealand | AUD 200 | AUD 200 | ZAR 1200 | ZAR 1000 |
| Hong Kong | HKD 2120 | HKD 1650 | ZAR 1200 | ZAR 1000 |
| Beijing | USD 205 | USD 130 | ZAR 2000 | ZAR 1000 |
| Japan | USD 230 | USD 200 | ZAR 1200 | ZAR 1000 |
| Korea | USD 260 | USD 200 | ZAR 1200 | ZAR 1000 |

**Between Japan, Australia, Hong Kong, Mumbai & Africa via Johannesburg / Ex Africa to New Zealand, India**

|  |  |
| --- | --- |
| Country / Cities | Local currency |
| Business Class | Economy class | Business Class  | Economy class |
| Australia  | AUD 230 | AUD 230 | USD 200 | USD 150 |
| Ex Africa to New Zealand (WLG/ AKL) | AUD 230 | AUD 230 | USD 250 | USD 200 |
| Hong Kong | HKD 2120 | HKD 1650 | USD 200 | USD 150 |
| Beijing | USD 265 | USD 205 | USD 200 | USD 150 |
| Japan | USD 230 | USD 200  | USD 220 | USD 170 |
| Korea | USD 330 | USD 260 | USD 220 | USD 170 |

**Between South Africa & Africa via Johannesburg**

|  |  |
| --- | --- |
| Country / Cities | Local currency |
| Business Class | Economy class | Business Class | Economy class |
| Between South Africa and Windhoek, Harare, Victoria Falls, Maputo, Mauritius, Livingstone | USD 50  | USD 30 | ZAR 400 | ZAR 250 |
| Between South Africa and Blantyre, Lilongwe, Lusaka, Luanda, Ndola, Entebbe, Nairobi, Dar Es Salaam  | USD 60 | USD 40 | ZAR 500 | ZAR 350 |
| Between South Africa and Dakar, Abidjan, ~~Bujumbura~~ | USD 60 | USD 40 | ZAR 500  | ZAR 350 |
| Between South Africa & Kinshasa | USD 80 | USD 60 | ZAR 700 | ZAR 550 |
| Between South Africa and Nigeria | USD 90  | USD 70  | ZAR 900  | ZAR 700 |
| Between South Africa and Ghana | USD 70  | USD 50 | ZAR 600 | ZAR 450 |
| Between Abidjan & Antananarivo  | USD 100 | USD 80 |  |  |

**Within Africa – via Johannesburg**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Group 1 | Group2 | Group3 |
| Between  | Business class | Economy class | Business class | Economy class | Business class | Economy class |
| Group 1  | USD 75 | USD 45 | USD 80 | USD 50 | USD 80 | USD 50 |
| Group 2  | USD 80 | USD 50 | USD 90  | USD 60 | USD 90  | USD 60 |
| Group 3 | USD 80  | USD 50 | USD 90  | USD 60 | USD 90 | USD 60 |

Group 1 - Windhoek / Harare / Victoria Falls / Maputo / Mauritius / Livingstone

Group 2 – Blantyre / Lilongwe / Lusaka / Luanda / Ndola / Kinshasa / Entebbe / Nairobi / Dar Es Salaam

Group 3 – Dakar / Accra / Abidjan / Cotonou / Lagos

**One excess charge will apply for:**

* Each bag (piece) exceeding the free baggage allowance – i.e. 1or 2 checked bags
* Each bag exceeding the dimensions of 158cm, but not exceeding 203cm
* Each bag exceeding weight per piece up to 32Kg per piece

**Two excess charges will apply for:**

* Excess number plus oversized: for each bag exceeding 1 or 2 checked bags and exceeding the dimensions of 158cm per piece, but not exceeding 203cm per piece.

**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.

**For more information on Piece Concept on SAA please go to** [**www.flysaa.com**](http://www.flysaa.com)

**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 other than SAA**, 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 SA sectors and for other airline sectors according to the transporting carrier’s rules and charges.

1. **SPECIAL BAGGAGE CATEGORIES**

**6.1 ANIMAL IN HOLD (IATA CODE AVIH)**

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 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.

**6.2 PETS IN CABIN (IATA CODE PETC)**

* Accompanied pets and container shall not be included in the free baggage allowance and the normal excess baggage rates apply.
* 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 within the hold.
* No 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 Animal, 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 Animal 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.

**6.3 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. However please note that wheelchairs weighing in excess of 32Kg 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 3631 /2/3

**6.4 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 **Sporting equipmen**t classified below will attract an additional **Free Baggage Allowance of** 15kg per passenger. To ensure acceptance of such at the airport, a facility is offered whereby this may be pre-booked as a Special Service Requirement in respect of Sports Equipment (SSR SPEQ) through your travel agent or through the **AIRLINK Reservations Help-Desk on Tel + 27 11 451 7350**.

*(The additional free 23kgs 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.
* Cricket equipment. (Restricted to 1 Cricket Coffin per passenger on Airlink Flights). The exception being on Jetstream J41 type Aircraft which only allow a maximum of 4 Cricket Coffins per flight
* Polo Mallets and Hockey Sticks.
* Hiking Equipment.
* Horse Riding Equipment (saddle, stirrups and riding helmet must be tied and securely packed and wrapped)
* Bowling woods / equipment.
* Snow or Water Skis provided such does not exceed does not exceed 2m in length.
* Surf, Kite**,** Paddle and Skate Boards provided such does not exceed 2m in length.
* Hunting Equipment
	+ Firearms & Ammunition – subject to correct transportation / safety procedure being followed)
	+ **Ammunition – up to 5kg when packed separately from the firearm, as per regulations. These will be accepted free of charge.**
* Golfing equipment. (Restricted to 1 Golf Bag per passenger on Airlink Flights).
* The following exceptions will apply per aircraft type per flight –

 Jetstream J41 – a maximum of 4 Golf bags

* Bicycle. (Restricted to the following maximum number of bicycles per aircraft type: Jetstream J41 – 2, Embraer 135/140/145 – 3, Avro RJ85 - 6, Embraer E-Jet 170/190 - 6)
* Angling equipment. Fishing rods must be packed in protective cylinders not exceeding 2m in length.
* Soccer equipment
* Rugby equipment
* Netball / Volleyball

**Exception: If passage is between Johannesburg and Nosy Be, Madagascar an allowance of 20kg 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.** If the free baggage allowance is exceeded, the normal applicable excess baggage rate will apply.

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 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.

**6.5 MUSICAL INSTRUMENTS / BULKY BAGGAGE FOR CABIN STOWAGE**

Musical instruments may be accepted into the passenger cabin provided they fit under the passenger seat or in the overhead bin provided. Where in exceptional cases a passenger is prepared to pay for an extra seat in order to carry extremely valuable baggage e.g. antique musical instruments, works of art etc, acceptance is only permitted if the safety and comfort of other passengers will not be impaired and if the size of such baggage permits it to be secured on the seat in such a manner as to prevent movement forward, sideways or upwards in an emergency situation. Large musical instruments e.g. cello, guitar are not permitted in the cabin and should be placed in the hold of the aircraft.

Arrangements must be made with Airlink Control Office (tel. +27 11 451 - 7300) for fragile musical instruments/bulky baggage. This type of baggage must have “fragile” labels attached and assigned a “limited release” tag.

**PERISHABLE PRODUCE – DOMESTIC SERVICES ONLY**

A maximum mass of 10kg 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 regional flights.

**6.6 CREMATED HUMAN REMAINS**

These are acceptable for carriage as checked baggage, provided the passenger is in possession of all the necessary documentation and the casket containing the cremated remains is packed in a sealed outer box or case.

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 by security prior to boarding.

Due to the limited cargo capacity and size of the cargo door on Airlink aircraft, coffins containing human remains are not accepted.

**6.7 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 and may refuse to carry such as checked/sky-check baggage.

**6.8 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
* 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 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.

**6.9 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 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

**6.10 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 2kg 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 liters and may not exceed 70% alcohol volume.
* Carbon dioxide gas cylinders for the operation of mechanical limbs. Spare cylinders are also permitted.
* Dry ice. A maximum of 1kg 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.

**6.11 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 5kg of ammunition may be transported. As of 01 November 2007, 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:

1. **South Africa –**
* Bloemfontein / Cape Town / Durban / East London / Hoedspruit / OR Tambo International, Johannesburg / Pietermaritzburg / Polokwane / Port Elizabeth / Phalaborwa / Nelspruit (Kruger International) / Sishen / Mthatha / Upington.
* Kimberley   - *Note a ZAR 200 for loading and ZAR 200 for off-loading per hunting rifle and shotgun. No fee to be paid for service in Cape Town or Johannesburg, only in Kimberley & Richards Bay*
* Richards Bay   - *Note a ZAR 350 for loading and ZAR 350 for off-loading per hunting rifle and shotgun. No fee to be paid for service in Cape Town or Johannesburg, only in Kimberley & Richards Bay*
* Skukuza - Station Manager **MUST** be advised.
* George – any firearms **prohibited** from transporting
1. **Botswana –**
* Kasane / Gaborone / Maun
1. **Lesotho –**
* Maseru
1. **Madagascar**
* Antananarivo
* Nosy By -– any firearms **prohibited** from transporting
1. **Mozambique –**
* Beira / Nampula / Maputo / Pemba / Tete / Vilanculos
1. **Namibia**
* Windhoek / Walvis Bay – **Hunting Rifles** may **ONLY** be transported.
1. **Swaziland – (Eswantini)**
* Manzini
1. **St Helena**
* St Helena Island / Ascension Island – any firearms prohibited from transporting
1. **Zambia –**
* Livingstone /    Lusaka / Ndola
1. **Zimbabwe –**
* Bulawayo / Harare
* Victoria Falls – Hunting Rifles may ONLY be transported.

Rifles and shotguns will not be accepted as Checked Baggage, unless approved no less than three (3) working days prior to departure through **AIRLINK Reservations 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, swords, knives, toy or replica guns, bows and arrows and similar items may be accepted as Checked Baggage only at the airline’s discretion. This is subject to prior approval and will not be permitted in the cabin or flight deck of the aircraft.

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.

**6.12 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.

**6.13 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.

**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 regards to any claim that the Passenger may have against Airlink in regards 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.
1. **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.