Emirates (EK/176)

2. Acceptance for Carriage

2.3. Acceptance of Goods
2.3.1. General

3. Electronic AWB Space Allocation Request (FFR), Air Waybill (FWB) and House Air Waybill (FHL)
Emirates recommends agents and forwarders to send AWB space allocation request, the Air Waybill and House Air Waybill data electronically by standard Cargo IMP FFR, FWB and FHL messages or Cargo FACT equivalent, prior to shipment delivery. The message shall contain all the AWB Space Allocation Request, Air Waybill and House Air Waybill data elements and must be accurate. Alternatively, agents and forwarders may use the SkyCargo web site www.skycargo.com to send FFR, FWB and FHL data via the internet. The Cargo IMP FFR, FWB and FHL messages may also be sent by email or transferred through an FTP connection. Please contact skycargo@emirates.com for details.
Important guidelines on transmission of FWB messages to Emirates.

1. To be sent once only, at the time of original AWB print
2. EK expects full name and address of participants as per shipper's and consignee's countries postal offices standards. Where street address is not given, please insert P.O.Box, or in absence of both insert three dots.
   Correct country codes as per ISO Country Codes definition, e.g. Dubai is in AE, not in UA.
3. Special Service Request: EK expects information pertaining to special service, special handling, only.
4. EK expects accounting information pertaining to accounting procedures, identified by the Accounting Information Identifiers published in Cargo-IMP manual, or those codes mutually agreed by the airline and the customer.
   There is no need to enter text such as "FREIGHT PREPAID" in this field, as such information is available in field "CVD" (see next line).
5. Avoid Goods Descriptions such as "PTS" or "SAID TO CONTAIN" or "SPARES".
6. For Dimensions use proper identifiers and do not transmit them as plain text under "NG".
   Although Dimensions and Volume are "optional" as per FWB definition, they are required as per AWB Resolution 600a, Attachment B, paragraph 2.18.10

Sample FWB message:

```
176-90980525SIRQIW/T2K402
FLT/LX0007/07/EK0088/07
RTG/ZRHLX/DXBEK/QIWG9
SHP
/FROZEN FISH FACTORY
/FURKASTRASSE 99
/NATERS/VS
/CH/3904/TE/41275554321
CNE/EK997AE
/SMOKED SALMON IMPORTERS LLC
/COMMUNITY 317 10B STREET BLDG 24
/UMM AL QUWAIN
/AE//TE/971505553988
AGT/EK007CH/1234569/0007
/LEGNAMA NIHCSANREB
/STEG
SSR/CALL CONSIGNEE AT DREAMLAND UPON ARRIVAL
/KEEP FROZEN BELOW MINUS 17 CENTIGRADES
ACC/STL/BILL SHIPPER
CVD/CHF/PP/PP/135600.5/NCV/XXX
RTD/1/P2/K402/CQ/W402/R9.65/T3879.3
/NG/SWISS FISH/A
/2/NG/DORAS CATAPHRACTUS
/3/NG/FROZEN
/4/ND/K402/CMT102-88-57/2
/5/NV/MC1.03
OTH/P/BHC28.6
/P/SCC201
/P/MYC659.3
PPD/WT3879.3
/OC888.9/CT4768.2
CER/OSWALD FRISCH
ISU/07NOV07/BELALP VS/EMIRATES CJ
OSI/UAE IMPORT LICENSE ATTACHED
REF/DXBFMEK
SPH/FRZ/EAT/HEA
```

For Interline transfers EK requests the delivering carrier to electronically book shipments (FFR) in advance and send full Air Waybill data (FWB) prior to transferring the shipment to EK or its Handling Agent.

4. e-Freight
Emirates are an IATA compliant e-Freight carrier and recommend all agents and forwarders to contact the local Emirates Sky Cargo Office for additional information on current e-Freight procedures.

2.3.3. Restrictions in Acceptance
A. Restrictions Due to Nature of Goods
1. Animals, live
Live Animals are acceptable subject to advance arrangements and confirmed space booked from origin to final destination in accordance with the IATA Live Animals Regulations.
The shipper must comply with all quarantine rules and specific requirements established by the Health Authorities of each country of origin, transit and destination.
The shipper must ensure that all licences, certificates, CITES documents, boarding/landing permits, etc have been obtained prior to tendering the shipment.
The number of accompanying grooms will be limited. Contact carrier for details.
Shipments are to be tendered in clean containers and must have labels affixed identifying contents and setting forth any special instructions for handling.
Kennels as per the IATA Live Animals Regulations are available for the carriage of Cats and Dogs, which can be purchased from Emirates.
Horses will be accepted for carriage only on routes served by Freighters.
Airstables will be made available for the carriage of Horses and only approved airstables will be accepted.
EK will **not** accept live animals shipments which are meant for laboratory testing and experimental purposes.

2. EK Operator Variations for the LAR
EK-01
All animals, including insects and baby poultry, but excluding live aquatics, crustaceans, worms, snails, mollusks transported on Emirates, are subject to advance arrangements and approvals (minimum four working days are required to process inquiries); the listed excepted animals remain subject to the transportation requirements as prescribed in these Regulations.

Note:
Acceptance and transportation of shipments of live animals to/from other airlines is also subject to prior arrangements and approval (minimum six working days are required to process inquiries).

EK-02
Emirates will not accept animals as checked baggage, except for falcons, cats, dogs (certain breed restrictions apply, refer EK-05) and pet birds (restrictions in EK-06 apply).

EK-03
Emirates will accept the following animals in cabin:

- Falcons - only on Pakistan routes. Operator's prior approval is required if the number of falcons to be carried in cabin exceeds 15 heads or if falcons are required to be transported in the passenger cabin on other than Pakistan routes.
- Properly trained "service" dogs - only on the US and Canada routes.

EK-04
For all animals, the optimum temperature requirement must be reflected on the travel containers and for those transported under cargo mode, additionally in the Handling Information Box of the Air Waybill; the wording for reflecting the temperature requirement must be as follows: **"Keep between × and Y degrees Celsius whenever possible during transportation and storage"**, where X and Y are respectively the minimum and the maximum recommended temperatures.

© International Air Transport Association, 2015. All rights reserved.

8.3. Information by Carrier

EK-05
Acceptance of dogs and cats is governed by the following restrictions:

- Emirates will not accept dogs and cats less than four months of age
- Emirates will not accept the following breeds of fighting/ dangerous dogs or their crosses:
  - Bull Terrier (aka Pit Bull Terrier, American Pit Bull Terrier, American Staffordshire Terrier, Staffordshire Bull Terrier, Irish Staffordshire Bull Terrier, Irish Blue, Red Nose, American Bulldog)
  - Bull Mastiff
  - Japanese Tosa (aka Tosa Inu or Tosa Fighting Dog)
  - Dogo Argentino (aka Argentinian Mastiff or Argentinian Fighting Dog)
  - Fila Brasiliero (aka Fila Braziliano, Brazilian Mastiff, Brazilian Fighting Dog)
  - Wolf-Dog hybrids
- The following breeds can be very strong and dangerous and will be accepted only in high-quality, strong, reinforced custom built containers:
  - Presa Canario* (aka Presa, Dogo Canario)
  - Boerboel
  - Neapolitan Mastiff*
  - English Mastiff*
  - French Mastiff* (aka Dog de Bordeaux)
  - Karabash (aka Kangal)
  - Caucasian Ovcharka
  - Rottweiller
  - Bandog * (some dogs can be brachycephalic)

  Note:
  The breeds marked with an asterisk (*) are also in brachycephalic (snub nosed) and therefore the following requirement for such animals is also applicable.

- Emirates will accept in winter months (1 October - 30 April) the following breeds of brachycephalic (snub nosed) dogs and cats (these animals, variably, are susceptible to increased risk of heat stroke when exposed to stress or temperatures above 21°C, breathing difficulties or increased travel stress) under indemnity and only in a container one size bigger than the animal's normal measurements require:

Dogs	Cats
- Boston Terrier	- American Burmese
- Boxer	- Exotic
- Brussels Griffon (Petite	- Himalayan
- Brabancon)	- Persian
- Chinese Pug	- British Shorthair
- Chow Chow	
- Dutch Pug (Mopshond, Mops Hund, Carlino)	
- (English) Bulldog	
- English Toy Spaniel (King Charles Spaniel)	
- French Bulldog	
- Valley Bulldog	
- French Mastiff (Dog de Bordeaux)	
- Lhasa Apso	
- Japanese Chin (Chin, Japanese Spaniel, Japanese Pug)	
- Pekingese	
- Pug	
- Shar-Pei	
- Shih Tzu	
- Tibetan Spaniel	

  Note:
  Acceptance of the above breeds and their crosses in summer (1 May - 30 September) is subject case to case approvals. All the other conditions as above also apply.

Container size guidelines for snub-nosed animals:

- Ready-made plastic crates should be one size larger than the pet size requires.
- INTERNAL dimensions for made-to-measure crates:

Length: pet length + 50% of leg length + 7 cm (this means MIN 17 cm additional)

Width: 3 × pet width

Height: pet height + 10 cm

EK-06
Acceptance of Wild and Endangered species and parts thereof is governed by the following restrictions:

- Emirates will not accept non-acclimatised wild-caught animals;
- Endangered species listed in the CITES list I Chapter 6 and all primates can be accepted only as cargo and only if the shipper or shipper's agent certifies in writing that the animals are born and bred in captivity and the transportation is performed between qualified zoological gardens/societies, wild parks and recognised wildlife protection centres, intended for conservation or breeding purpose. Such transportation is restricted to EK online services only.
- Products and parts of endangered animals and plants listed in CITES list I Chapter 6 will not be accepted. This is also applicable to hunting trophies.

Note:
Acceptance of animals listed in CITES list II of Chapter 6 is subject to special/prior approval.

EK-07
Emirates will not accept animals with the following behaviour:

- Sedation/tranquilisation, unless it's administered on certain animals transported between qualified zoological gardens/ societies, wild parks and recognised wildlife protection centres, intended for conservation or breeding purpose. In this case a certificate from qualified veterinarian doctor, describing the medication and dosage administered, must be provided by the shipper.
- Offensive or aggressive behaviour. American Pit Bull Terriers (Pit Bull) will not be accepted under any conditions. Crossbreeds are excepted.

EK-08
To protect animal welfare, Emirates has established special arrangements for handling animals in transit via Dubai:

- When animals transiting Dubai are transported as checked baggage, the flight connection time must not exceed six hours.
- When animals transiting Dubai are transported as cargo, the flight connection time must be not less than six hours.

  Note:
  With exception of wild and other animals sensitive to containment for which connection time must be not less than four hours; and all other shipments with each leg less than six hours or total flying time less than eight hours, in which case only minimum transit time (to be decided on case to case basis) will be required.

- The Total Transportation Time (the total flying and ground time at intermediate points) for any birds, including baby poultry, must not exceed 17 hours.
- Due to harsh climatic conditions (heat), no birds, including baby poultry, but with exception of falcons, will be accepted for transit via Dubai between 1 May and 30 September.
- All warm blooded animals, whose Total Transportation Time exceeds 17 hours, will be accepted for carriage on Emirates only as cargo and subject to mandatory transit rest arrangements (involving mandatory rest time, as recommended) at the Dubai Intl. Airport. Transit charges apply and are to be borne by the shipper/consignee.

The following arrangements are applicable only to animals transported as cargo:

- Emirates reserves the right to decide on the level and duration of rest required for warm blooded animals transported under cargo mode and involving less than 17 hours, if required from animal welfare point of view.
- In addition to the requirements of the International Industry Rules and Regulations, shippers must provide the following minimum information for all animals to be accepted for carriage on EK:
  - For dogs and cats, nick name and breed name (nick name to be shown on the animal's travel container).
  - Individual animal weight, age, sex.
  - Details of any prior ground or air transportation, immediately before the planned air carriage and its duration.

Note:
the 24 hour emergency contact number must always be shown on the animal's travel container and in the Handling Information Box of the Air Waybill.

© International Air Transport Association, 2015. All rights reserved.

EK-09
Emirates will not accept the following animals due to their nature:
- Poisonous animals including poisonous reptiles and insects, unless transported between qualified zoological gardens/ societies, wild parks and recognised wildlife protection centres, intended for conservation or breeding purpose, and packaged and prepared for carriage strictly as per requirements of these Regulations.
- Obnoxious animals (known to produce offensive odours), e.g. minks, skunks. Sheep and goats will be accepted for carriage on passenger services in quantities not exceeding more than two adult animals per flight. Larger quantities can be carried only on freighter services.
- Pigs.

EK-10
Emirates will not accept warm blooded animals intended for laboratory purposes, except rats and mice.

EK-11
Emirates will not be liable for any loss or expenses arising from death of animals due to natural causes or death or injury caused by the conduct of the animal itself.

EK-12
The shipper is required to declare when animals are pregnant, or have given birth in the last 48 hours. EK will not accept pregnant animals beyond 1/3 of their normal pregnancy duration (wild and domestic alike).
The following must be provided by the shipper when the animal is declared pregnant:
- A veterinarian certificate from a recognised veterinarian clinic certifying how far along the animal is pregnant (days/weeks/ months) and what portion of its pregnancy it's in (e.g. 1/3, 2/3 or 3/3).
- For animals that are in 1/3 of their pregnancy, the certificate must certify that the animal is fit to travel and there is no risk of birth occurring during the journey.

EK-13
Exceptions to EK-05, EK-06 and EK-08 must be approved by Emirates Cargo Management in Headquarters, through local Emirates SkyCargo offices.
Assistance, as well as information about other existing country restrictions and embargoes can be obtained from the local Emirates offices.

WILD BIRDS
Emirates will not accept wild caught Birds
1. Exceptions:
   a. Captive bred birds such as day-old chicks
   b. Wild caught birds for breeding purposes to and or from public organisations, which are part of Government, sponsored zoological organisation/bird parks.
   c. Private pet birds including hunting birds not part of commercial consignments.
2. Conditions of Acceptance:
   A letter from the shipper stating that the shipment does not contain wild caught birds and mentioning specific details of the above exception claimed and /or a letter of Authority from Government organisations when the above exceptions are applied.

3. Dangerous Goods
Dangerous Goods are accepted in accordance with the IATA Dangerous Goods regulations.
Munitions of War, sporting weapons and ammunition are subject to advance arrangements and will be accepted only if shipments are permitted/authorised by country of origin, transit and destination.

4. EK Operator Variations for The PCM
EK-01
For goods requiring temperature control in a certain (agreed) range during air transportation and interim storage, a separate Air Waybill must be issued for shipments in different temperature ranges; if shipments requiring temperature control are shipped with general cargo, including consolidation shipments, such mixed shipments must be declared as "temperature sensitive" on the Air Waybill accordingly and the temperature control requirement will be applicable to the entire shipment. Shipments will be handled/stored according to marking and labelling on packages as per the reservation, which must be consistent with the Air Waybill.

Note:
"temperature requirement" in this case is that as defined in the IATA PCR for the purpose of transporting temperature sensitive cargo by air.

The following information must be reflected under the Handling Information on all Air Waybills and booking record for temperature sensitive Perishable and Healthcare cargo:
- The storage temperature requirement in the form of range of temperatures (in Celsius) acceptable for each type of perishable produce transported under the Air Waybill; the wording for reflecting the temperature requirement in the Handling Information column of all Air Waybills must be as follows: "Keep between × and Y degrees Celsius whenever possible during transportation and storage", where X and Y are respectively the minimum and the maximum recommended temperatures.

Note:
If temperature requirement is not declared on the Air Waybill, the shipment will be accepted and handled as general cargo.

- 24 hour emergency contact name and number of a person responsible for the shipment.

To help ensure appropriate handling, the following information should be reflected on the Air Waybill and booking record:
- The exact nature or the closest description of the temperature sensitive cargo: e.g. fresh cut salads, mangos, strawberries, healthcare, biomedicals, general pharma, vaccines, insulin, lettuce, roses, chocolate etc.

Wherever possible, all packages should be clearly marked with their contents and the correct storage temperature requirement range (in Celsius). Any contradicting, irrelevant labels, markings reflecting unrelated contents or temperature requirement, must be obliterated.

EK-02
Aircraft are not equipped with refrigerator or freezer facilities. Temperature control facility is available but is limited due to various uncontrollable factors (ground temperatures at departure/arrival, flight duration, effects of other loads etc.). Also, Emirates cannot guarantee ground facilities will be available or operational at all times; they are subject to advanced arrangements and confirmation.
It's recommended that Perishables offered for carriage are pre-cooled and adequately packed to withstand normal handling and protect from damage due to changes in climate, temperature, altitude or any natural/ordinary exposure which may prevail in flight or on ground, or when available facilities cannot protect shipment from such conditions.

EK-03
Healthcare requiring temperature control, if not shipped in active packaging systems, should be packed in high quality passive packaging, able to sustain the required internal temperature levels independently (by use of gel packs or other phase change materials but without use of the mechanical assistance), for the defined period of transport (e.g. 48 hours or 72 hours). The defined period of time for which the internal temperatures can be sustained independently must be reflected on the Air Waybill. The correct storage temperature must be advised as per EK-01.

EK-04
Emirates is not liable if the destruction, loss or damage to perishable cargo is proved to have resulted from inherent defect, quality, nature or vice of that cargo.

EK-05
All temperature sensitive cargo (healthcare and general perishables) must be:
- Correctly declared and described in the Air Waybills' "Nature and Quantity" box. Generic descriptions of commodities must not be used.
- Must have a prior booking.

EK-06
Temperature sensitive cargo can be part of "consolidation" shipment only if:
- The entire consolidation consists of temperature sensitive cargo and is in the same temperature range OR
- In case of multiple House Air Waybills, the relevant House Air Waybill must contain information about the number and weight of pieces with temperature sensitive cargo in the Air Waybill Handling Information box.

Such packages must be marked and labelled as per these regulations.

EK-07
Shipments or packages within a shipment with incompatible transportation temperature requirements (as defined in the IATA PCR), unless packaged to sustain the product (internal) temperature requirement independently by means of passive packaging and unless all such packaging and parts of shipment have similar temperature requirements which is reflected on the Air Waybill as a single temperature requirement, must not be rendered as a part of a unitised consignment or loaded in the same unit load device.

© International Air Transport Association, 2015. All rights reserved.

B. Restrictions Due to Weight and Dimensions
Packages of extreme length, unusual shape, excessive weight and requiring special attention will not be accepted for transportation on passenger flights unless advance arrangements have been made. Shipments requiring special devices for safe handling will be accepted only when such special devices are provided and operated by and at the risk of the consignor or consignee.

C. Restrictions Due to Value and Emirates Insurance Limit
When accepting cargo with a declared value for carriage of USD100,000.00 (or equivalent) or more per consignment, a prior notice must be sent to Emirates Group Insurance and Transguard (for security arrangementsin Dubai), advising the following details:

- Shipper/ Consignee's names;
- Flight details (number & date);
- Flight routing;
- Specifics of Security arrangements made for the secure handling at all points, including secure delivery at destination.

When Customer requests the goods in the consignment to be insured under the provisions of Insurance scheme available from Emirates (and not third party Insurance), then the maximum limit of our insurance - **USD 500,000.00 per aircraft** must be considered. Shipment with Insurance (declared) value USD500,000.00 (or equivalent) and above will not be accepted under the Insurance Scheme offered by Emirates. Third party insurance is acceptable.

3. Transportation Charges

3.7. Class Rates
3.7.2. Live Animals

1. To and from Australia:

a. All Live Animals except baby poultry less than 72 hours old

To Australia	150% of the Normal GCR
From Australia	200% of the Applicable GCR
Minimum Charge	200% of the applicable Minimum Charge

b. Baby poultry less than 72 hours old

To Australia	Normal GCR
From Australia	200% of the Applicable GCR
Minimum Charge	200% of the applicable Minimum Charge

2. Between the USA and the ECAA:

a. All Live Animals except baby poultry less than 72 hours old

USA to ECAA	175% of the Normal GCR
ECAA to USA	175% of the Normal GCR
Minimum Charge	200% of the applicable Minimum Charge

b. Baby poultry less than 72 hours old

USA to ECAA	Normal GCR
ECAA to USA	Normal GCR
Minimum Charge	200% of the applicable Minimum Charge

3.7.6. Valuable Cargo

1. To and from Australia:

To Australia	200% of the Normal GCR
From Australia	200% of the Normal GCR
Minimum Charge	200% of the applicable Minimum Charge
Note: Minimum charge may not be lower than USD 50.00	

2. Between the USA and the ECAA:

USA to ECAA	200% of the Normal GCR
ECAA to USA	200% of the Normal GCR
Minimum Charge	200% of the applicable Minimum Charge
Note: Minimum charge may not be lower than USD 50.00	

3.7.7. Newspapers, Periodicals, Magazines, Books, Catalogues, Braille Type Equipment and Talking Books for the Blind

1. To and from Australia:

To Australia	50% of the Normal GCR
From Australia	50% of the Normal GCR
Minimum Charge	Normal Minimum Charge

2. Between the USA and the ECAA:

USA to ECAA	67% of the Normal GCR
ECAA to USA	67% of the Normal GCR
Minimum Charge	Normal Minimum Charge

3.7.8. Baggage Shipped as Cargo

1. To and from Australia:

To Australia	Applicable GCR
From Australia	75% of the Normal GCR
Minimum Charge	Normal Minimum Charge

2. Between the USA and the ECAA:

USA to ECAA	Applicable GCR
ECAA to USA	Applicable GCR
Minimum Charge	Normal Minimum Charge

3.7.9. Human Remains

a. Ashes

1. To and from Australia:

To Australia	Applicable GCR
From Australia	Applicable GCR
Minimum Charge	Normal Minimum Charge
Note: Minimum charge may not be lower than USD 65.00	

2. Between the USA and the ECAA:

USA to ECAA	Applicable GCR
ECAA to USA	Applicable GCR
Minimum Charge	Normal Minimum Charge
Note: Minimum charge may not be lower than USD 65.00	

b. Coffins

1. To and from Australia:

To Australia	Normal GCR
From Australia	Normal GCR
Minimum Charge	Normal Minimum Charge
Note: Minimum charge may not be lower than USD 65.00	

2. Between the USA and the ECAA:

USA to ECAA	Normal GCR
ECAA to USA	Normal GCR
Minimum Charge	Normal Minimum Charge
Note: Minimum charge may not be lower than USD 65.00	

3.9. Computation of Charges
3.9.4. Volume Weight

As per TACT rules (general section 3.9.4.), it shows **"Not applicable to/from Australia"**. Please note that "Not applicable to/from Australia" does not apply for Emirates. In other words, Volume weight conversion will apply for carriage on Emirates to/from Australia.

3.11. Emirates Products and Services

Priority

Priority is a premium air transportation product designed to meet the logistic needs of time sensitive urgent consignments

Capacity Guaranteed	Yes
Flown as booked	Yes
Money Back*	Yes
Track & Trace	Yes
Late Booking**	Yes
Late Acceptance**	Yes
Expedited Delivery at Destination**	Yes
Weight Restriction***	1000 kg / 6 cubic meters

* Conditions apply
** Local conditions apply
*** Higher weight can be booked and accepted in close consultation with your local Emirates SkyCargo office

Courier

Courier product caters exclusively to the need of airport-to-airport transportation of documents and packaged boxes. All air courier products have the benefits of the shortest acceptance time and higher loading priority at origin* and upon arrival at destination, quickest unloading* from flight.

* Local conditions apply

Post Office Mail

Post Office Mail product is designed to meet the needs of postal authorities worldwide and is in line the UPU rules. Furthermore, customization of this product is available to meet the specific service standards and quality requirements of individual post offices such as guaranteed uplift and quick connections though our Dubai hub.

© International Air Transport Association, 2015. All rights reserved.

8.3. Information by Carrier

Value Added Services
Value Added Services is a hassle-free customs clearance, import and export documentation and air waybill preparation with flexible options to suit individual needs. Following are the flexible solutions to choose from

a) Door to Door
Consignments are collected from home or office and delivered directly to your chosen destination. Emirates takes care of everything, from export to import, to ensuring your package arrives at the perfect time, and without the worry of customs clearance at origin and destination airports including documentation formalities.

b) Airport to Door
Emirates accept the cargo at origin and deliver it straight to the recipient's home or office in 28 countries. Emirates work to meet your urgent deadlines, and ensure all procedures and formalities are taken care of including customs clearance and import documentation.

c) Door to Airport
Emirates arrange to collect your consignments from home or office and deliver them to your chosen airport. All formalities at Origin will be taken care of and your shipment will be ready for collection at your destination.

Features at a glance	Door to Door	Door to Airport	Airport to Door
Air transportation	Yes	Yes	Yes
Capacity guarantee	N.A.	N.A.	N.A.
Flown as booked	Yes	Yes	Yes
Money back guarantee	N.A.	N.A.	N.A.
Track & trace	Yes	Yes	Yes
Customs at origin	Yes	Yes	N.A.
Customs at destination	Yes	N.A.	Yes
Door pick-up	Yes	Yes	N.A.
Door delivery	Yes	N.A.	Yes
Availability	28 countries	28 countries	28 countries

Protect
Protect solution offers special storage areas, constant monitoring, surveillance and escort by trained personnel to guarantee a superior level of protection for your Valuable and Vulnerable Cargo.

2 types of Protect solution are available.

a) Protect Basic
Designed for the transportation of Vulnerable cargo such as mobile phones, tablets, computer parts and high-tech equipment, to semi-precious metals or high value non-temperature sensitive pharmaceutical products, ensuring the highest levels of protection and secured handling, from acceptance to delivery.

Features at a glance
Special storage area with camera surveillance
Special monitoring from Acceptance to Delivery
Status update via email or sms
SkyBox option available
Security Escort option available

b) Protect Premium
Specifically used for the safe transportation of Valuable cargo such as jewellery, bullion, documents, bank notes, gem stones, and other exclusive items of substantial value.

Features at a glance
Special storage in locked area with camera surveillance
Transported in secured SkyBox, VAL Box or Solid-door LD-3 container protected with approved seals
Special monitoring from Acceptance to Delivery
Handled and escorting by qualified security personnel*
Status update via email or sms

* Subject to local infrastructure at origins and destinations.

Dangerous Goods
Developed for the safe, consistent and reliable air transportation of dangerous goods with robust procedures in acceptance, handling storage and loading to ensure safe movement of dangerous goods throughout the air transportation chain. Dangerous Goods air cargo product is offered in compliance with IATA and established international regulations.

Live Animals and Pets
Live Animals and Pets is a dedicated service developed with animal welfare in mind. The highest level of care is provided while transporting Live Animals and Pets. We make sure all comprehensive requirements of national and international regulatory authorities are met, and can assist you with the documentation and IATA Live Animals Regulations' (LAR) requirements. Depending on the type and nature of Animals, there are 4 options to choose from

a) Pet Care
Pet Care is a specialized solution for the transportation of Cats, Dogs and other beloved pets. With a dedicated team of animal experts, an animal care facility at the Dubai hub designed with the pet comfort and safety in mind, robust and animal welfare-oriented processes every step of the way.

Features at a glance
Animal Care area in our cargo processing facility
Special handling facilities worldwide
Comfort breaks and care in transit
Protected transportation on the ramp
Trained and experienced personnel

b) Trade Care
Trade care caters to the commercial needs as well as the needs of animals, attention especially is given to containers used for transporting large quantities, noting stocking densities, ventilation, design as well as gender and age mix of the animals, whether they're pregnant or nursing, to ensure only animals which are fit and can fly comfortably are accepted.

c) Equine Care
A complete solution developed for the transportation of thoroughbreds. For complete reassurance, expert veterinarian teams and equine specialists are on call at all times, and grooms* are permitted to accompany their horses throughout the journey.

Features at a glance
Includes groom documentation
Includes horse stalls
Accompanying grooms
Trained and experienced groom assistance

d) Exotic Care
Specializing in the carriage of exotic animals and birds, tropical fish, amphibians and even more exotic species like kangaroos, bears, tigers, penguins, seals, cheetahs, hyenas, elephants and even hippos. Special attention given to everything from container design, ventilation, stocking densities to documentation and communication.

Features at a glance
Animal Care area in our cargo processing facility
Special handling facilities worldwide
Accompanying attendants upon request
Protected transportation on the ramp
Trained and experienced personnel

Cool Chain
To secure your time and temperature-sensitive healthcare products or fresh consumables, a range of protective techniques and solutions, to suit your transportation needs.

a) Cool Chain Basic
Cool Chain Basic offers protective measures to preserve the high quality of your fresh consumables, perishable and temperature sensitive cargo.

Features at a glance
Quick ramp transportation
Trained personnel
Protection from extreme conditions
Covers for ramp handling*
Temperature controlled handling
Temperature controlled storage
Expedited delivery on arrival
White Cover option available

* Subject to availability and local infrastructure limitations apply

© International Air Transport Association, 2015. All rights reserved.

b) Cool Chain Advanced
Cool Chain Advanced is a specialized solution for the transportation of Pharmaceutical shipments of Time and Temperature sensitive in nature. This solutions will help you comply with industry and government regulatory frameworks like IATA - PCR Chapter 17 and provide a range of protective solutions to ensure the integrity of your passive packages.

Features at a glance
Prioritized ground handling
Expedited delivery on arrival
Protective measures at Dubai Hub
Temperature controlled handling
Cool Dolly used for tarmac transportation in Dubai
Temperature controlled storage
White Cover option available
Temperature Logger option available
Temperature controlled cargo hold in aircraft*

* IATA PCR EK-02 applies

c) Cool Chain Premium
Cool Chain Premium meets your Shippers requirement to protect high value and temperature sensitive Vaccines, Insulin and other Active Pharmaceutical Ingredients (API) with help of Active Containers. Supplied by Envirotainer and CSafe, Cool Chain Premium offers to maintain an unbroken cool chain, whilst complying with the most challenging requirements of the healthcare industry.

Features at a glance
Prioritized ground handling**
Temperature controlled cargo hold in aircraft***
Cool Dolly used for tarmac transportation****
Qualified Envirotainer Provider
Temperature controlled handling
Temperature controlled storage
Temperature monitoring available online

* Supplied by leading active cold chain container supplier - Envirotainer
** Local infrastructure limitations apply
*** IATA PCR EK-02 applies
**** If agreed in SOPs

7. Special Country Information

7.2. Charges Collect
The acceptance of Charges Collect shipments is as per General Rule 7.2.2. The regulations of destination countries should always be ascertained before acceptance.

© International Air Transport Association, 2015. All rights reserved.