Virgin Atlantic Airways (VS/932)

2. Acceptance for Carriage

2.3. Acceptance of Goods

2.3.1. General

- **Acceptance of Consignments - USA:**
  Virgin Atlantic complies with the United States Transportation Security Administration (TSA) Cargo Security Regulations for acceptance of cargo by Passenger Air Carriers and Indirect Air Carriers.
  Virgin will only accept and transport cargo from an Indirect Air Carrier when Virgin Atlantic has received a written and signed certification that the Indirect Air Carrier has adopted and is carrying out a security program in accordance with Title 14 of the Code of Federal Regulations, Part 109.
  The shipper is responsible for ensuring that all shipments are packed in an appropriate way to ensure safe carriage by air and by other means of transportation.
  General booked cargo must be tendered to Virgin Atlantic Cargo gateways within 5 hours prior to flight departure.
  When there is a need to indicate the upper side of a package, the "Package Orientation" - This Way Up -label (see Rule 2.3.4.D.) shall be affixed on all vertical sides.

2.3.3. Restrictions in Acceptance

Live Animals

Health Certificate, Prior Import Permit from Chief Veterinary Officer (Ministry of Agriculture) in any of the State Capitals. Applications must be accompanied with details about health or rabies vaccination where applicable.

Virgin Atlantic will only accept for carriage the following:

- Dogs and Cats
  (Some breeds of cats and dogs will not be accepted for transportation, for further details please consult with our Customer Service Department)
- Fish
- Crustaceans
- Reptiles
- Eels
- Insects

1. Animals, live

The acceptance of live animals consignments is subject to the conditions of the Live Animals Regulations as described in the IATA Live Animals Regulations Manual and to Carrier's Special Regulations which are closely related to the type of animal, type of aircraft, temperature at origin, en route and at destination, availability of animal attendant(s), etc.
Therefore and in view of the extensive co-ordination requirements inherent to such carriage the acceptance of live animals is mainly controlled centrally by Airlines and requires advance arrangements. Virgin Atlantic Cargo currently accepts dogs and cats only, as part of Virgin Atlantic Airways PETS Passport Travel Scheme. Apart from this, adherence to the following conditions is a prerequisite for acceptance of live animals:

a. Health and condition of animal
Only animals which appear to be in good health and condition and that are fit to travel to the final destination will be accepted for carriage by air. The shipper is required to declare when animals are pregnant or have given birth in the last 48 hours. Mammals which are declared to be pregnant will not be accepted unless accompanied by a veterinary certificate certifying that the animal is fit to travel and there is no risk of birth occurring during the journey.

b. Packing and marking
Packing must be clean and leak-proof and escape-proof to allow safe handling carriage. At least one "LIVE ANIMALS" label or tag, properly completed, must be attached to each live animal container, unless otherwise stated in the individual container requirements. Containers carrying animals, which can inflict poisonous bites or stings, must be marked "POISONOUS".

c. Food and other additional articles
Additional articles, e.g. food, to accompany the shipment must be included in the chargeable weight and, if to be shipped as separate pieces, marked as forming part of the shipment.

d. Reservation
Confirmation must have been received of reserved space on Carrier's flight(s) and possible connecting flight(s) of other carrier(s) up to airport of destination.

e. Consolidation
Live animals may not be consolidated with other goods; a consolidated shipment may, however, be wholly composed of live animals.

f. Documents
Health documents and rabies inoculation certificate and Shippers Letter of instruction are required (see section 7.3.2. Import/Transit/Export regulations).
In addition to conditions a-f, for the carriage of domestic cats and dogs and for tropical fish, refer to:

- The IATA Live Animals Regulations;
- Section 8.3. information by carrier.

3. Dangerous goods

Dangerous goods are accepted subject to advance arrangements and must be in full compliance with the current IATA Dangerous Goods Regulations.
Prior approval is required for the carriage of Munitions of WAR.
Restricted Articles, as defined in Department of Transportation's Hazardous Materials Regulations (Title 49 CFR 171-177), will be accepted subject to a surcharge of USD 75.00 per each article, whose description differs from that of another article(s) carried in the same shipment, subject to a maximum charge of USD 300.00 per AWB.
In addition to the article charge a freight charge (TACT) is assessed.
Booked Dangerous goods/Restricted Articles will only be accepted when delivered to a VS gateway by the agent or shipper and must be tendered within 6 hours prior to flight departure.
Contact the Carrier for details.

4. Human Remains

Virgin Atlantic Cargo accepts cremated and un-cremated human remains for transportation, provided advance arrangements have been made and that all requirements regarding the packaging of human remains as described in IATA Rules and in the government regulations comply.
Un-cremated human remains will be accepted for carriage only when they are secured in the casket to prevent shifting, are placed in hermetically sealed caskets enclosed in outside cases or in hermetically sealed metal cases.
All shipping documents (such as certificate of death, embalming or consular certificates, copy of passport or identification card) must be attached to the AWB.
For charges relating to the carriage of cremated or un-cremated human remains originating from the USA, GB or ZA please contact Virgin Atlantic Cargo directly. The charges for carriage of cremated or un-cremated human remains from all other gateways are published under commodity 9091 in The Air Cargo Tariff (TACT).
Human remains will only be accepted when delivered to the VS gateway by shipper or agent.

7. Perishables

Perishables will be accepted without responsibility on the part of Virgin Atlantic Cargo for loss or damage due to changes in climate, temperatures or other exposures.

The remark "PERISHABLE CARGO" and dimensions must be entered besides exact commodity description into "Nature and Quantity of Goods" box of the AWB.

Requested storage temperature must be entered into "Handling Information" box on the AWB and on the package(s).

8. Personal Effects and/or Household Goods

Since the actions of September 11, 2001, and in accordance with TSA regulations, Virgin Atlantic no longer accepts this type of traffic and unaccompanied baggage as cargo from unknown shippers.

11. Valuable Cargo

Virgin Atlantic Cargo accepts valuable cargo subject to advance arrangements and under specific conditions.

C. Restrictions Due to Value

- **Acceptance of Articles of Extraordinary Value - USA:**
  Shipments containing articles of extraordinary value will be accepted for transportation provided that:

a. Advance arrangements are made for the shipment with a value in excess of USD 100,000.00.
b. The shipper must tender the shipment at an area designated by the Carrier at the Carrier' airport terminal not more than three hours prior to the scheduled departure of the flight for which advance arrangements have been made.
c. The shipper shall state in writing that the consignee will accept delivery of the shipment at the airport of destination within three hours after the schedule arrival time of the flight.
d. If the consignee fails to pick up the shipment within three hours of the scheduled arrival time of the flight, the Carrier will hire and provide an armed guard to protect the shipment until it is picked up; or, if the consignee does not desire to pick up the shipment at the airport, the Carrier will (1) hire an armored vehicle to deliver the

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shipment to the consignee or (2) when the shipment is too large to be accommodated in the armored vehicle, hire a vehicle with an armed guard and (3) in either event, the Carrier will hire an armed guard to protect the shipment until the shipment has departed from the airport. This incurred cost shall be paid by the consignee.

e. In any event, the terms and conditions of the Air Waybill and the Carrier's tariff shall extend to such armored vehicle or vehicle with an armed guard hired by the Carrier, and all charges incurred by Carrier applicable to any hiring subsequent to three hours following the flight arrival time will attach to the shipment.
f. In the event the shipment is delayed in the possession of the Carrier, or if Carrier is unable to complete the transportation on a particular flight, Carrier will so notify the consignee and will determine from the consignee whether (1) the consignee will accept delivery of the shipment at the airport within three hours after the actual arrival time, or (2) the Carrier should hire a vehicle and/or armed guard in accordance with the provisions of paragraphs (D) and (E) above.
g. The provisions under VS rule 2.3.3.C. are maintained and the charges for the carriage of articles of extraordinary value shall be assessed at a net rate of 200% (two hundred percent) of the TACT rate. Articles of extraordinary value will only be accepted when delivered by agent or shipper directly to the VS gateway.

E. Cargo Not Acceptable

- Shipments which require the Carrier to obtain a federal, state or local licence for their transportation will not be accepted when the Carrier has elected not to comply with such licence requirements.
- Unknown Shippers:
  Since the actions of September 11, 2001, Virgin Atlantic no longer accepts traffic from unknown shippers.

3. Transportation Charges

3.7. Class Rates

3.7.2. Live Animals

For consignments of Live Animals with the exception of Cats and Dogs, VIRGIN ATLANTIC CARGO requires the minimum charge specified in General Rule 3.7.2., subject to a Minimum of GBP 230.00 (or local equivalent). For consignments originating in the USA, please consult with our Customer Service Department for specific rate details.

3.10. Unitized Consignments

3.10.3. General Rules for the Use of Unit Load Devices

7. Loss or Damage

Loss or damage of VS equipment by a shipper, agent, container station, airline, trucking company or individual provided equipment by Virgin Atlantic shall be responsible for replacement of the costs in question.

3.11. Virgin Atlantic Cargo Express Products

Must Ride

Virgin Atlantic Cargo offers express product MUST RIDE - a guaranteed airport-to-airport service for urgent and perishable shipments between any Virgin Atlantic Cargo US to UK gateway.

Should circumstances within the conditions listed below prevent us from moving the cargo as booked, we will waive the freight charges and the shipment will fly free on the following flight.

Conditions:

a. Freight must be Prepaid and Pre-Booked
b. The following commodities will not be accepted under MUST RIDE
   - No livestock (Live Animals/Fish)
   - Human Remains
   - Oversized Cargo
   - Live Human Organs
   - Restricted Articles
   - Hatching Eggs
   - Personal Effects
   - Volume Cargo
   - Valuable Goods
c. MUST RIDE only applies to shipments tendered to Virgin Atlantic Cargo at all VS gateways with a minimum of four hours prior to flight departure.
d. MUST RIDE rates charged are based on the weight rate published in the TACT Rates Book, North America. All rates are net/net.
e. Volume weights are assessed on the basis of 366 cubic inch per overall dimensions. Exceeding these weights must be indicated.
f. Virgin Atlantic Cargo will execute customs clearance in the UK; duties will be collected from the consignee upon delivery. Clearance of shipments consigned to broker other than Virgin Atlantic Cargo voids the MUST RIDE guarantee.

VEX

Virgin Atlantic Cargo offers express product VEX - a courier product offering airport to airport line-haul, inbound airport to airport cleared and on-forwarding transfers. VEX customers benefit from a 90 minute close out prior to flight departure. There is no booking requirement for total weight shipments under 250 kg. and the maximum weight per bag/piece is 32 kg.

Conditions:

a. Shippers must be VS known shipper or TSA approved IAC. A copy of the letter must be provided with the shipment and other required for shipment paperwork at the time of delivery.
b. Actual weight and volume will be verified for all shipments.
c. The following commodities will not be accepted under the VEX product:
   - Livestock
   - Personal effects
   - Dangerous Goods (as defined in the IATA Dangerous Goods Regulations)
   - Valuable goods
   - Perishable goods
   - Liquids
d. VEX shipments will only be accepted when tendered to Virgin Atlantic Cargo VS gateways with a minimum of 90 minutes prior to departure.
e. Maximum weight per bag/piece is 32 kg.

Fast Ride

Virgin Atlantic Cargo offers express product FAST RIDE - a guaranteed airport-to-airport service for urgent shipments between any Virgin Atlantic Cargo US to UK gateway.

Should circumstances within the conditions listed below prevent us from moving the cargo as booked, we will waive the freight charges and the shipment will fly free on the following flight.

Conditions:

a. Freight must be Prepaid and Pre-Booked.
b. The following commodities will not be accepted under the FAST RIDE product:
   - No livestock (Live Animals/Fish)
   - Human Remains
   - Oversized Cargo
   - Live Human Organs
   - Restricted Articles
   - Hatching Eggs
   - Personal Effects
   - Volume Cargo
   - Valuable Goods
   - Dangerous Goods (as defined in the IATA Dangerous Goods Regulations)
   - Perishable goods
   - Liquids
c. FAST RIDE only applies to shipments tendered to Virgin Atlantic Cargo at all VS gateways with a minimum of two hours prior to flight departure.
d. FAST RIDE rates charged are based on the weight rate published in the TACT Rates Book, North America. All rates are net/net.
e. Volume weights are assessed on the basis of 366 cubic inch per overall dimensions. Exceeding these weights must be indicated.
f. Virgin Atlantic Cargo will execute customs clearance in the UK; duties will be collected from the consignee upon delivery. Clearance of shipments consigned to broker other than Virgin Atlantic Cargo voids the FAST RIDE guarantee.
g. Maximum weight per shipment is 300 kg. Maximum weight per bag/piece is 70 kg.

4. Services and Related Charges

4.4. Documentation Charges

- **Preparation/Issuance of Air Waybill - USA:**
  A charge of USD 25.00 will be assessed by Carrier when required by the shipper to make out an Air Waybill on his behalf.

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5. Payment of Rates and Charges and Currency Conversion

- **Charges Prepaid or Collect**
  Except as otherwise provided in this rule, shipments will be accepted either with charges to be prepaid by the shipper, or to be collected from the consignee.
  The following shipments must be prepaid unless the shipper guarantees, in writing, the payment of collect charges:
  1. Shipments addressed to persons restrained of their liberty.
  2. Shipments not equal in commercial value to the charges thereon.
  3. Shipments addressed to Canadian or United States Government agencies unless shipped by Government agents presenting proper bill of lading.
  4. Shipments addressed to consignees temporarily at a transient address.
  5. Shipments to be delivered to Customs.
  6. Cremated or non cremated Human Remains.
  7. Perishable Goods.
  8. Firearms.
  9. PETS (Dogs/Cats). - refer to PETS section for restrictions.
- **Payment of Charges**
  All charges applicable to a shipment are payable in cash at the time of acceptance thereof by the Carrier in the case of a prepaid shipment (i.e. a shipment on which the charges are to be paid by the consignor) or at the time of delivery thereof by the Carrier in the case of a collect shipment (i.e., a shipment on which the charges are to be paid by the consignee).

  Exception:
  When credit for payment of charges on a shipment has been so extended by the Carrier, Carrier will bill for such charges within ten (10) days after the end of the month during which such shipment was made.

Special Country Information

7.3. Import/Transit/Export Regulations
TERMINAL SERVICE CHARGES U.S.A.
Special Services Charges

- **Proof of Delivery:**
  Upon request for proof of delivery, Carrier will provide Shipper with a photocopy of the delivery receipt signed by the Consignee. A charge of USD 25.00 will be assessed for this service, plus any additional charges by second Carrier.
- **Carrier Import Service Charge:**
  An import service fee (available upon request) will be assessed for issuance of Carrier's certificate. In the event Carrier's Air Waybill includes more than one freight forwarder's house or sub-house Air Waybill, such charge will be assessed upon each freight forwarder's Air Waybill.
- **Recontouring and Unloading Unit Load Devices:**
  When the shipper/consignee or its agent requests the recontouring or the unloading of a unit load devices, the following charges will be assessed:
  USD 0.08 per kilo subject to a maximum charge of USD 175.00 per type 2BG and 5 units, USD 125.00 per type 6 and USD 100.00 per type 8.
  A request for such service must be made in writing to Virgin Atlantic Service Manager or it's handling agent. The request must state that Virgin Atlantic is not liable for freight missing from (Shipper Built) units unloaded by Virgin Atlantic Cargo.
- **Storage Charges:**
  For updated information, it is requested that the import department is contacted.
- **Post Entry Processing Fee:**
  A charge of USD 100.00 will be assessed by Carrier when required to process post entry materials and documentation (AWB amendment fee/Cargo Corrections Advise (C.C.A.) preparation fee. This charge is exclusive of any other terminal charges at all U.S. destinations.
- **Service Charge for Certification of Air Waybill or Cargo Manifest:**
  Upon request, Carrier will provide a certified copy of specified Air Waybill or cargo manifest. A service charge of USD 25.00 will be assessed for each request copy.
- **Acceptance of Payment:**
  Virgin Atlantic Cargo will accept company checks or cash for payments due to export and/or import shipments. No personal checks will be accepted.
  Payments due when shipping cats and dogs under the Pets Passport Travel Scheme can only be in the form of cash or credit card (Visa & Master Card only).

9. Miscellaneous Information

9.1. C.O.D.
C.O.D. (Collect on Delivery) shipments. Shipments will not be accepted C.O.D.

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