Netherlands, the (NL)

Amounts shown are expressed in Euro (EUR)

0. General Information

- IATA Area : 2
- Capital : Amsterdam (AMS)
- Local Time : GMT + 1
- Daylight Saving Time : GMT + 2: Starts on the last Sunday in March and ends on the last Sunday in October.
- ☎ Country Code : + 31
- Local Currency : Euro (EUR)
- Bank Information : Closed on Saturday and Sunday.
- Public Holidays :

Date
01 Jan 2015
03 Apr 2015
05 Apr 2015
06 Apr 2015
27 Apr 2015
05 May 2015
14 May 2015
24 May 2015
25 May 2015
25 Dec 2015
26 Dec 2015

- **Cargo Claims Information**
  The following Protocols / Conventions have been ratified:
  1. Warsaw Convention (1929)
  2. Hague Protocol (1955)
  3. Montreal Protocol MP4 (1975)
  4. Montreal Convention MC99 (1999)

  For further details, explanation and how to apply these Protocols / Conventions see paragraph 2.1.5. (General Rules) including list of countries.

- **E-freight and e-AWB status of airports**
  For e-freight and e-AWB implementation status of airports please refer to chapter 6.4.

- **E-Customs**
  Advance Electronic Information (AEI) requirements
  - Status: Live
  - System name: Import Control System (ICS) and Export Control System (ECS)
  - Pre-registration to file data: Required
  - Scope: Import, Export, Transit, Transhipment cargo
  - Party responsible for filing: For imports, the incoming carrier. For exports, when an Exit Summary Declaration (EXS) is required, the outgoing carrier.
  - Deadline - shorthaul (imports): For flights less than four hours, the deadline is before take-off from foreign airport
  - Deadline - longhaul (imports): At least four hours prior to arrival
  - Deadline (exports): At least 30 minutes prior to departure
  - How to submit information: For imports, an Entry Summary Declaration (ENS) is sent electronically through the ICS. For exports, an AEI transmission of data for security risk assessment of cargo may be incorporated into the export declaration. If the security data has not been included in the export declaration, an exit AEI declaration (EXS) is required.
  - Further information: http://ec.europa.eu/ecip/

  Note:
  if data are not sent in advance, goods have to be declared immediately on arrival at the border, which can delay the customs clearance of consignments at the border pending the results of risk analysis for safety and security purposes.

  E-Customs information and Advance Electronic Information requirements are subject to change. Readers should check for the latest information available from relevant country authorities.

  For additional information on E-Customs and Advance Electronic Information, please refer to chapter 6.5.

- **Security**
  ACC3
  (EC Regulation 185/2010 on Cargo Security)

  Since February 1, 2012, all air carriers carrying cargo or mail from a non-EU country to the EU must be designated as an "Air Cargo or Mail Carrier operating into the Union from a Third Country Airport" (ACC3) by an EU Member State. A list of exempted countries is relieved from this requirement.

  In order to obtain ACC3 designation, a carrier should
  - Ensure its security program integrates necessary EU security requirements for cargo and mail loaded onto its aircraft at any third country airport for carriage into the EU.
  - Nominate a person who has overall responsibility for implementation of cargo and mail security.
  - Submit a "Declaration of Commitments" to the appropriate EU Member State authority.

  ACC3 designation is to be obtained for every non-EU airport station from which the air carrier flies cargo and/or mail into the EU, unless an exemption applies.

  Carriers are responsible for ensuring all cargo or mail is screened or comes from a secure supply chain regulated agent (RA), known consignor (KC), account consignor (AC) before entering EU airspace.

  For designation as ACC3, carriers should contact the appropriate authority, as follows:
  - For EU carriers - the Member State that issued the AOC.
  - For non-EU carriers - the Member State listed in the Annex to Regulation 394/2011 (ETS).
  - For non-listed carriers - the Member State in which you have your major base of operations in the EU.

  By July 1, 2014, air carriers need to
  - Ensure that on-site airport station verification of cargo and mail security measures has been carried out by an EU aviation security validator.
  - Ensure that its business relations with regulated agents and known consignors are independently validated by an EU aviation security validator, after which a database should be maintained with details of the RA, KC and AC they are accepting cargo from.
    This regulation includes additional measures for High Risk Cargo, defined as cargo originating from a list of specific countries.

  On-site validations will take place either at each airport from which the air carrier flies cargo or mail to the EU, or, with conditions applied, at a representative number of airports from which the air carrier flies cargo or mail to the EU. Each successful security validation will require revalidation on a 5 year cycle.

1. Airport Information

1.1. Customs Airports

- **Amsterdam - AMS**
  Tel.: 0800 0143 (Netherlands only)
  +31 45 574 3031 (International)
  Website: www.douane.nl

- **Eindhoven - EIN**
  Tel.: +31 (0)40 291 98 18 (Eindhoven Airport)
  +31 (0)6 5152 4765 (Customs)
  Fax: +31 (0)40 291 98 20 (Eindhoven Airport)
  +31 (0)40 259 1833 (Customs)
  E-mail: info@eindhovenairport.nl
  Website: www.eindhovenairport.nl
  SITA: EINEAXH

- **Enschede - ENS**
  Tel.: +31 (0)541 554 231 (Customs)
  Fax: +31 (0)541 552 326 (Customs)

- **Groningen - GRQ**
  Tel.: +31 (0)50 406 57 28 (Customs)
  Fax: +31 (0)50 406 5726
  E-mail: info@gae.nl
  Website: www.groningenairporteelde.nl
  www.gae.nl

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7.3. Import/Transit/Export Regulations

7.3.2. Countries Alphabetically Listed

- **Maastricht - MST**
  Tel.: +31 (0)43 358 9720 (Cargo)
  +31 (0)43 366 7171 (Customs)
  Fax: +31 (0)43 3589744 (Cargo)
  +31 (0)43 3667141 (Customs)
  E-mail: cargo@mhs.nl
  Website: www.maa.nl
  www.mhs.nl

- **Rotterdam - RTM**
  Tel.: +31 (0)10 446 34 44
  +31 (0)10 446 34 56 (Duty Mgr Operations)
  +31 (0)10 446 34 44 (Information Service)
  +31 (0)10 208 12 08 (Customs)
  Fax: +31 (0)10 446 34 99 (Management)
  +31 (0)10 446 35 99 (Operations)
  +31 (0)10 208 12 11/0 (Customs)
  E-mail: info@rotterdam-airport.nl
  Website: www.rotterdam-airport.nl

International Cargo Terminals are operated by:

Amsterdam

- KLM Cargo
  P.O. Box 7700
  1117 ZL Schiphol Airport
  The Netherlands
  Tel.: +31 20 649 8000
  Fax: +31 20 649 4553
  E-mail: customer-service.spl@klmcargo.com
  Web: www.af-klm.com
- Aviapartner Cargo
  P.O. Box 7513
  1118 ZG Schiphol Airport
  The Netherlands
  Tel.: +31 20 603 2222
  Fax: +31 20 603 2441
  E-mail:
  Web: www.aerogroundservices.nl
- Menzies Aviation (Netherlands) bv
  Anchoragelaan 50
  1118 LE Schiphol Airport
  The Netherlands
  Tel.: +31 20 446 6400
  Fax: +31 20 405 7333
  E-mail: post@menziesworld.nl
  Web: www.menziesaviation.nl
- Skylink Handling Services bv
  Valkweg 111
  1118 ED Schiphol Airport
  The Netherlands
  Tel.: +31 20 405 9725
  Fax: +31 20 405 9720
  E-mail: operations@skylinkhandling.nl
  Web: www.skylinkhandling.nl

Eindhoven

- Eindhoven Handling Cargo B.V.
  Flight Forum 2500
  5657 DZ Eindhoven
  The Netherlands
  Tel.: +31 40 251 6133
  Fax: +31 40 251 7910
  E-mail: office@eindhovenhandlingcargo.nl
  Web: info@eindhovenhandlingcargo.nl

Enschede

- Schiphol Express bv
  Vliegveldweg 337
  7524 PT Enschede
  The Netherlands
  Tel.: +31 53 432 0510
  Fax: +31 53 432 0710
  E-mail: enschede@schipholexpress.nl
  Web: www.schipholexpress.nl

Groningen

- SIG Groundservice
  Machlaan 10F
  9761 TK Eelde
  The Netherlands
  Tel.: +31 50 309 5433
  Fax: +31 50-309 5011
  E-mail: info@sig-groundservice.nl
  Web: www.sig-groundservice.nl

Maastricht

- Maastricht Handling Services bv
  P.O. Box 303
  6199 ZN Maastricht Airport
  The Netherlands
  Tel.: +31 43 358 9721
  Fax: +31 43 358 9933
  E-mail: info@mhs.nl
  Web: www.mhs.nl

Rotterdam

- Menzies World Cargo
  Arlandabaan platformzijde 52 - 54
  3045 AB Rotterdam
  The Netherlands
  Tel.: +31 10 437 4628 / +31 10 437 6414
  Fax: +31 10 415 3525
  E-mail: rtm@menziesworld.nl
  Web: www.menziesaviation.nl
- Schiphol Express bv
  Arlandabaan platformzijde 46
  3045 AB Rotterdam
  The Netherlands
  Tel.: +31 10 462 0226
  Fax: +31 10 415 7503
  E-mail: rotterdam@schipholexpress.nl
  Web: www.schipholexpress.nl

1.2. Airport Facilities

1.2.1. Loading/Unloading equipment

Amsterdam
Contact Cargo Terminal Operator, Broker or Carrier.

Eindhoven
Contact Cargo Terminal Operator, Broker or Carrier.

Enschede
Forklifts maximum capacity 2.500 kg.; handling of ULDs is possible.

Groningen
Contact Cargo Terminal Operator, Broker or Carrier.

Maastricht
Contact Cargo Terminal Operator, Broker or Carrier.

Rotterdam
Contact Cargo Terminal Operator, Broker or Carrier.

1.2.2. Storage

Amsterdam
Storage is subject to the following conditions:
Import Cargo is transferred to the bonded warehouses of Cargo Agents for clearance. Unclaimed cargo is kept for 30 days after which it can be returned to the shipper, transferred to an independent bonded warehouse for auctioning, held at the disposal of the Public Prosecutor or destroyed.

Export and Transit Cargo can only be stored (laid down) for a short period of time. Export cargo must be delivered to the terminal no earlier than 24 hours prior to departure. Contact Cargo Terminal Operator, Broker or Carrier for storage information.

Animal hostel: available. Contact Cargo Terminal Operator or Carrier.
Safe for valuables: available. Contact Cargo Terminal Operator or Carrier.
Cold storage: Contact Cargo Terminal Operator or Carrier.
Radioactive material storage: Contact Cargo Terminal Operator or Carrier.

Eindhoven
At customs airport warehouse.
Animal hostel: not available.
Safe for valuables: available.
Cold storage: not available.
Radioactive material storage: not available.

Enschede
At customs airport warehouse.
Animal hostel: not available.
Safe for valuables: not available.
Cold storage: not available.
Radioactive material storage: not available.

Groningen
At customs airport warehouse.
Animal hostel: not available.
Safe for valuables: not available.
Cold storage: limited capacity.
Radioactive material storage: not available.

Maastricht
At customs airport warehouse.
Animal hostel: available.
Safe for valuables: available.
Cold storage: available.
Radioactive material storage: available.

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Rotterdam
At customs airport warehouse.
Animal hostel: not available.
Safe for valuables: available.
Cold storage: small shipments only.
Radioactive material storage: not available.

1.2.3. Clearance

Amsterdam
At the bonded warehouses of the Cargo Terminal or the Cargo Agent.

Eindhoven
At airport by consignee and broker. Contact Eindhoven Handling Cargo B.V.

Enschede
At airport by consignee and broker. Contact Schiphol Express bv.

Groningen
At airport by consignee and broker. Contact SIG-Groundservice.

Maastricht
At airport by consignee and broker. Contact Maastricht Handling Services.

Rotterdam
At airport by consignee and broker. Contact Menzies World Cargo or Schiphol Express bv.

1.2.4. Customs hours

Amsterdam
Import and export 24 hours daily.

Eindhoven
Import and export:
Monday: 00.01 - 22.00 hrs.
Tuesday: 07.00 - 22.00 hrs.
Wednesday: 07.00 - 22.00 hrs.
Thursday: 07.00 - 22.00 hrs.
Friday: 07.00 - 24.00 hrs.
Saturday: 08.00 - 12.00 hrs. (after prior arrangements)
Sunday: 23.00 - 24.00 hrs.
Import Clearance outside customs hours possible after prior arrangement.

Enschede
Monday through Friday: Imports 08.00 - 15.00 hrs.
Monday through Friday: Exports 08.00 - 17.00 hrs.

Groningen
Import and export:
Monday through Friday 07.30 - 20.00 hrs.
Clearance outside customs hours possible. Contact SIG Groundservice.

Maastricht
Import and export: 24 hours daily.

Rotterdam
Monday through Friday 07.00 - 23.00 hrs.
Saturday 07.00 - 15.00 hrs.
Clearance outside customs hours possible for perishables and ships' parts only.

1.2.5. Delivery

All airports
Export and import cargo:
Contact Cargo Terminal Operator, Broker or Carrier.

1.2.6. (Re)-Forwarding

All airports
Contact Cargo Terminal Operator, Broker or Carrier.
Valuable consignments: see 2.1.5.

2. Import

2.1. General

2.1.4. Language on Documents
Dutch, English, French or German.

2.1.5. Other requirements
Valuable consignments (EUR 907.56 or more per kg.): only to Amsterdam for clearance at Amsterdam International Airport. Forwarding to final destination for account and risk of consignee.

2.2. Documentary Requirements

2.2.1. Commercial consignments
- 1 Commercial Invoice
- Certificates for goods subject to preferential duties.
- Import Licence for:
  a. strategic and agricultural goods and life stock, textile and cites related if applicable;
  b. consignments from Albania, Armenia, Azerbaijan, Bulgaria, Byelorussia, China, Georgia, Hong Kong, Hungary, Japan, Kazakhstan, Kyrgystan, Moldova, Mongolia, North Korea, Romania, Russian Fed., Tajikistan, Turkmenistan, Ukraine, Uzbekistan, Vietnam.

2.2.2. Sample consignments
Payment due: See 2.2.1. No payment due: 1 Pro Forma Invoice.
Commercial traveler's samples (temporarily imported): List in duplicate giving exact description of the goods and value of each separate article. Security deposit, equal to two times the related duties, applicable.
Security deposit will be refunded upon re-exportation of the goods, provided KLM can be held responsible for the actual re-exportation and customs export handling.

2.2.3. Gift consignments
1 Pro Forma Invoice.

2.3. Restrictions

2.3.2. Live animals

General
Dutch law restricts the import or transshipment of endangered wildlife animals species, listed by the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES). Therefore always consult the local Ministry of Agriculture, or local Veterinary Service, or nearest Dutch Consulate prior to travel. All shipments of live animals must be accompanied with the applicable Health Certificate in Dutch, English, French or German, which has to be signed and stamped by an official certifying local veterinarian.

Pets:
1. Health Certificate, legalised by Veterinary Service in country of origin, stating in addition to a complete description of the animal (genus, age, breed, color, hairiness, marks) and the name of the owner: that a complete vaccination against rabies has been applied with a vaccine controlled and approved by the State in the country of preparation. The certificate must also state date of vaccination, type of vaccine used and expire date, name of manufacturer and batch number. Only inactivated anti-rabies vaccines may be used or such vaccines as are attenuated or non-pathogenic, so that it cannot harm the animal species concerned and the spreading of the virus by the vaccinated animal is prevented. These vaccines should have been subjected to a challenge test which shows that the immunity to the street virus of dogs and cats inoculated at an age of less than three months is guaranteed for at least one year.
2. Date of vaccination must be:
   - At least 30 days and not more than 3 months before the date of entry into the Netherlands in case the dog or cat is vaccinated before having reached the age of 3 months.
   - At least 30 days and not more than one year before the date of entry into the Netherlands in case the dog or cat is vaccinated after having reached the age of 3 months.
   - In case re-vaccination the validity of the health certificate begins on the date of re-vaccination.

Note:
Import for life stock within the EU subject to local legislation.

The following has to be applied for import into the EU:
- General conditions
  - Pets have to be marked either with a micro chip or with a clearly readable tattoo.
  - This vaccination has to be verified on a certificate Veterinary certificate for the non-commercial movement of pet animals into the European Union.

These conditions may be applied for up to 5 pet animals not intended for commercial purposes which accompany a passenger.

- Travel between EU member states

For travel between EU-member states the following is necessary:
  - micro chip or tattoo
  - EU-passport

Note:
pets under 3 months may only enter if they have not been exposed to any risk of infection or if they have a passport and are accompanied by their mother on whom they are still dependent.

- Entry from listed third countries
  The following is necessary:
  - micro chip or tattoo
  - verification of a valid anti-rabies vaccination on the above mentioned certificate.
- Entry from third countries not listed
  The following is necessary:
  - micro chip or tattoo
  - verification of a valid anti-rabies vaccination on the above mentioned certificate.
  - verification of the vaccination by an antibody titration done by an EU-authorised laboratory.

Note:
only animals older than 7 months may be imported into the EU.
More info about listed and non-listed countries can be found at: http://www.defra.gov.uk/animalh/quarantine/quarantine/regulation/eu_reg_qa.htm

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7.3. Import/Transit/Export Regulations

7.3.2. Countries Alphabetically Listed

Psittacine birds:

1. Always consult the local Ministry of Agriculture, or the local Veterinary Service, or nearest Dutch Consulate prior to travel. Dispensation can be obtained prior to arrival from the National Inspection Service for Livestock and Meat (R.V.V.), Burgemeester Feithlaan 1, 2273 BZ Voorburg (tel: +31 70 3578 878 or +31 70 3578 886, fax: +31 70 387 4805).
2. **Prohibited**: Psittacine birds if coming from Argentina, Brazil, Colombia, East Timor, Indonesia, Hong Kong, Paraguay, Senegal, Thailand unless maximum of two birds accompanied by a passenger. Certificate issued and signed by the Veterinary Service in the country of origin and made out not more than 2 months before departure stating that the animals are free of classic-Newcastle disease, pseudo-Newcastle disease, bird cholera, psittacosis and pullorum.

2.3.3. Plants and plant material

Health Certificate. Plants cultivated in gardens, tree nurseries or hothouses (except cut flowers other than carnations, vegetables, bulbs other than those of tulips and daffodils, seeds, fruit, vines and not manufactured leaf tobacco):
Declaration of shipper stating: name and address of consignee and place of destination, that the whole consignment has come from shipper's nursery and that the consignment contains no vines, whether or not the consignment contains plants with clods or earth.
Declaration (grape-louse certificate) of the appropriate authority, stating: that consignment has come from a plot, open or closed, separated from every vine by a space of at least 20 meters, or by anything preventing the roots from growing towards the vine and considered to be sufficient by the above-mentioned authority, that there is no vine on this plot and that there is no shed on this plot in which such plants are stored; that if the infected vines were on this plot, they were all extirpated, the plot repeatedly disinfected, and that it was examined during a period of 3 years and that this guarantees the complete destruction of the insects and of the roots.

2.3.4. Arms, ammunition and explosives

Strategic goods
Any article of a military nature or so-called "dual use" goods, such as steel pipes, computer parts etc, that can be applied for military purposes. Information can be obtained from the offices mentioned below.

Strategic goods are considered politically sensitive and are subjected by authorities to, and must be accompanied for transport by, valid import-, export and/or transit licenses and other required documentation. The responsibility for obtaining this documentation is for account of shipper or his agent.

Licenses can be applied for in writing at the offices of the Dutch Customs Authorities:
Belastingdienst/CDIU
P.O. Box 30003
9700 RD Groningen
The Netherlands
Buss. address:
Engelse Kamp 2,
Groningen
Tel.: +31 (0) 50-523 2300
Direct.: +31 (0) 50-523 2170/2163/2167.
Fax: +31 (0) 50-523 2183
E-mail: DRN-cdiu.Groningen@Belastingdienst.nl
Website: http://www.douane.nl/zakelijk/vgem/en/vgem-11.html

Website Dutch Ministry of Foreign Affairs:
http://english.ez.nl/english/Subjects/Exportcontrols.htm

2.3.5. Narcotics and drugs

Import Certificate from Chief Inspector of Public Health and Export Certificate from same authority in country of origin, respectively transit. If no Export Certificate required in country concerned, an entry must be made in Import Certificate.

2.3.6. Human remains

(cremated and not-cremated): Certificate of Death legalised by the Dutch Consulate in the country of dispatch.

Exception
From the USA: Certificate of Death (legalization by Dutch consulate not necessary).

When not cremated: the wooden outer coffin must contain a metal inner coffin.

2.3.8. Medicines and vaccines

Sera and vaccines may freely be imported after investigation by Central Laboratory of Public Health/State Serological Institute (Centraal Laboratorium voor de Volksgezondheid/Rijksserologisch Instituut) at Utrecht. Vaccination matter against smallpox and consignments for veterinary surgeons are exempt from investigation.

2.3.9. Animal products

Import into the EU:
Import of animal products and products of animal origin (meat, meat products, fish, seafood, agricultural goods, honey, skins, hides, casings, etc.) is prohibited unless an EU approved Health Certificate and Import Certificate are available (and requirements as mentioned under 2.2.1. are met if applicable).

2.3.10. Meat and meat products

See 2.3.9.

2.3.12. Foodstuffs

See 2.3.9.

2.4. Prohibitions

See 2.3.

2.5. Charges

For specific details, contact the carrier concerned.

3. Transhipment/Transit

3.3. Restrictions

3.3.2. Live animals

General
For all transit shipments, both with final destination to one of the members of the European Union as well as with final destination to a non-European Union country, same regulations as for IMPORT apply, unless otherwise stated by the National Inspection Service for Livestock and Meat.

Horses and related species
Shipments coming out of the European Union in transit with final destination outside the European Union are also subject to a European Union inspection. Therefore the applicable Health Certificate, signed and stamped by an official certifying local veterinarian must accompany the shipment.

3.3.4. Arms, ammunition and explosives

Strategic Goods
See under 2.3.4.

3.3.9. Animal products

Import into the EU:
Import of animal products and products of animal origin (meat, meat products, fish, seafood, agricultural goods, honey, skins, hides, casings, etc.) is prohibited unless an EU approved Health Certificate and Import Certificate are available (and requirements as mentioned under 2.2.1. are met if applicable).

3.3.10. Meat and meat products

See 3.3.9.

3.3.12. Foodstuffs

See 3.3.9.

4. Export

4.3. Restrictions

4.3.4 Arms, ammunition and explosives

Strategic Goods
See under 2.3.4.

4.5. Charges

For specific details, contact the carrier concerned.
For export related documentation please contact local authorities.

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