Croatia Airlines (OU/831)

1. General Information

1.1. Application of Tariff
Croatia Airlines shall apply the rules and rates as published in the TACT Rules book and the TACT Rates book as its official source of information.

2. Acceptance for Carriage

2.3. Acceptance of Goods
2.3.1. General
The following type of goods must be booked in advance:
- Urgent medical supplies
- Spare parts for ships, cars, aircraft etc.
- All kind of perishable goods
- Live animals
- Human remains
- Valuable cargo
- Consignments requiring special handling in transit

It should be booked through Croatia Airlines Cargo Reservation Office (ZAGFMOU and/or cargo@croatiaairlines.hr) or through Croatia Airlines Cargo Sales and Services Agents.

2.3.3. Restrictions in Acceptance
A. Restrictions Due to Nature of Goods
1. Animals, live
The acceptance, handling and air carriage of live animals on Croatia Airlines must be in accordance with current IATA Live Animals Regulations. The shipper must ensure that all licences, certificates, permits, have been obtained prior to shipping.

For imports into Croatia, import veterinary inspection is possible at Airport Zagreb only.
Veterinary inspection charges in the amount of 80 EUR shown in the Air Waybill as Other Charges due Carrier are applicable only for shipments originating from countries outside of EU.

2. Arms, Ammunition, War material
War material is not permitted.
Arms and ammunition shall be admitted for transportation in accordance to TACT General rule 2.3.3. A.2.

3. Dangerous goods
Transportation of dangerous goods is allowed in accordance to List of Approved Handling Agents for handling of DG, published in the Croatia Airlines OM-A 09.01 A. (currently the list approves transportation to/from airports AMS, BRU, CDG, CPH, FRA, LHR, MUC, SJJ, SKP, VIE, ZAG and ZRH.) Croatia Airlines will accept dangerous goods shipments as cargo only with advance arrangements as defined in current IATA DGR.

4. Human remains
Non-cremated human remains are accepted only if hermetically soldered inner coffin and funeral coffin are packed in outer wooden case (canvass, jute, etc. are not acceptable). For cremated and non-cremated human remains, a special document “SPROVODNICA” (“Pass Check”) issued in Croatian by official authorities (Embassy or Consulate). Death certificate and if cremated additional Certificate of cremation. Human remains must be accompanied by a document issued by official authorities enabling identification. Pre-advice notice must be made to final destination to consignee or funeral undertaker.

Exception:
When Croatia Airlines is a single carrier on a route funeral coffin containing inner coffin with human remains (not cremated) must be protected either by an outer wooden case or firmly wrapped in canvas or tarpaulin.

7. Perishables
The remark “PERISHABLE CARGO” in capital letters and dimensions must be entered besides exact commodity descriptions into “Nature and Quantity of Goods” box of the AWB. Requested storage temperature must be entered into “Handling Information” box of the AWB and on the package(s).

B. Restrictions Due to Weight and Dimensions
Unless previous arrangement has been made with all parties involved, Croatia Airlines allows up to three HEA pieces per flight. Maximum weight of a single piece is 500 kg.
- Restrictions that apply to DASH 8 Q400 aircraft:
  Embargo for HUM in coffin and BIG.
  Maximum weight of HEA 200 kg. per piece.
  Maximum dimensions of single piece:
  W 76 cms. × L 149 cms. × H 114 cms.
  Maximum cargo capacity per flight:
  500 kg., 1 m³
- Restrictions that apply to A320 Aircraft:
  Maximum dimensions of single piece:
  BULK version W 135 cms. × L 180 cms. × H 110 cms.
  Maximum cargo capacity per flight:
  3500 kg., 15 m³
- Restrictions that apply to A319 Aircraft:
  Maximum dimensions of single piece:
  W 135 cms. × L 180 cms. × H 110 cms.
  Maximum cargo capacity per flight:
  3000 kg., 10 m³

3. Transportation Charges

3.7. Class Rates
3.7.1. General
The following class rates are applicable within ECAA.
3.7.2. Live Animals
a. All Live Animals except baby poultry

GCR Rate	Minimum	B and K
175% N	200% M	250% B, K

b. Baby poultry

GCR Rate	Minimum	B and K
100% N	200% M	160% B, K

3.7.6. Valuable Cargo

GCR Rate	Minimum	B and K
200% N	200% M	300% B, K

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

GCR Rate	Minimum	B and K
67% N	100% M	85% B, K (1)

(1) The resulting weight charge must not be lower than the Basic Charge.

3.7.9. Human Remains
a. Coffins

GCR Rate	Minimum	B and K
200% N	200% M	350% B, K

b. Ashes

GCR Rate	Minimum	B and K
300% N	200% M	400% B, K

7. Special Country Information

7.3. Import/transit/export Regulations
For transit/transfer charges and regulations see section 7.3.2. under “Croatia”. In addition to the applicable transportation charges the following Special Handling Charges must be applied for each shipment offered to Croatia Airlines by an agent or other airline. The amounts given must be shown on the Air Waybill as due carrier Croatia Airlines.
Export shipments are subject to following charges:

HEA, per piece	EUR	10.00
PER, per shipment	EUR	10.00
DG Handling Fee, per shipment	EUR	65.00
AVI Acceptance Check List fee	EUR	50.00

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