8.3. Information by Carrier

Vietnam Airlines (VN/738)

1. General Information

1.1. Application of Tariff
Any carriage of shipments on Vietnam Airlines (VNA) will be carried out in conformity to the rules and conditions contained in VNA's "Conditions of Carriage" which is available for inspection at VNA's offices and to the rules and conditions contained in The Air Cargo Tariff (TACT) serving as General Rules so long as the stipulations are not in conflict with the following provisions.

2. Acceptance for Carriage

2.3. Acceptance of Goods
For more information, make reference to the website:
www.vietnamairlines.com

2.3.3. Restrictions in Acceptance
A. Restrictions Due to Nature of Goods
1. Live Animals
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 is responsible for providing the health certificates, instructions of feeding, watering and care taking of the shipment, permits required by the relevant national authorities.

The holds of VNA's aircraft are subject to temperature variations and do not give any guarantee to the Shipper that specific temperatures will be maintained. Therefore, VNA will refuse shipments with such kind of requirements.

The Shipper shall grasp care taking of the shipment and commit to bear the responsibility for undelivered shipment in order to avoid arisen problems.

Large mammals weighing 50 kg. or more, animals with unpleasant smell, monkeys under 6 months of age, monkeys for experiment purpose, some breeds of dogs such as Bulldogs, Terriers, Boxers, Pugs are not accepted by Vietnam Airlines.

2. Arms and Ammunition
Arms and ammunition (sporting, hunting and others) may only be carried provided an approval has been granted by authorities of all states concerned and all required export, import and transit permits (if required) are obtained in advance.

All shipments containing arms and ammunition shall be booked at least 24 hours in advance giving full complete details of the consignee including phone number and copy of import, export and transit permits (if required) to be faxed to HDQUDVN on 84-4-38274193 / 84-4-38727105 or sent to e-mail
helpdesk.cargo@vietnamairlines.com.

3. Dangerous Goods
The Shipper shall make advance arrangement of procedures for all dangerous goods. Except for dangerous goods which do not require DGD, all dangerous goods prior to being loaded in VNA's aircraft must obtain acceptance messages: The messages from HDQUDVN for dangerous goods departing from overseas and messages from VNA Branches in Northern, Middle and Southern Regions for dangerous goods departing from Vietnam.
Apart from dangerous goods forbidden to transport by IATA Dangerous Goods Regulations, Vietnam Airlines will not accept some of dangerous goods. For details, see section 2.8.4 of current IATA Dangerous Goods Regulations.
- Explosive: Total net weight of explosives loaded into each hold (FWD/AFT hold) is not over 250 kg.
- Dry ice: Maximum limitation for Dry Ice per hold of aircraft is as follows:

Type of aircraft	With live animals	Without live animals
A321	100 kg.	180 kg.
B777/A330	150 kg.	250 kg.

- Lithium batteries can be accepted to be transported if requirements including documentation, labeling, packaging, etc. are met.

4. Human Remains
Cremated or embalmed human remains may be accepted for carriage on VNA services provided that all packaging and documentation requirements are met.

Human remains must not be accepted in consolidated shipment unless the entire shipment comprises human remains.

7. Perishables
Perishable cargo will be accepted only when it is assured to be in good conditions for transport at the time of acceptance.

Perishable cargo will be accepted without reponsibility on the part of the carrier for loss or damage due to changes in climate, temperature, altitude or other ordinary exposures.

Before acceptance, the carrier shall assure all necessary preperations for the entire transport time, including:
- The Shipper shall be informed of the maximum duration of transport
- The shipment shall be booked on the appropriate flight
- Special handling facilities such as cold room shall be available (if necessary)

Perishable shipments exuding liquid shall be handled as "Wet cargo".

The shipper shall provide a written instruction as to the maximum acceptable duration of transportation and of any special handling required. These instructions shall be shown on the AWB and the packages.

Perishable shipments packed in or with dry ice or liquefied refrigerated gases must be treated in accordance with Dangerous Goods Regulations of IATA and VNA.

Perishable shipments will not be accepted if the AWB does not contain reasonable instructions or the AWB contain extremely specific conditions such as "Keep under refrigeration at all times" and/or "Maintain at below 5 degrees celsius", unless agreed by VNA.

8. Personal Effects
Personal Effects must be carried in the same route as shown in passenger's tickets. The shipper shall assure that the shipment is delivered to the office not later than the date of the passenger's departure.

The passenger shall make an itemized declaration of the contents of the baggage, complete all documents required for dispatch, make customs clearance, and passenger will be responsible for all additional charges for collection, delivery and customs. The Personal Effects shall be cleared through customs by the passenger or by his agents.

The number of the passenger tickets and the flight numbers, date and route of the services shall be shown on the AWB.

2.4. Advance Arrangements

1. General
The following shipments may be accepted on Vietnam Airlines services only upon advance arrangements and provision of confirmed bookings from origin to final destination:
Valuable cargo; Dangerous goods; Live animal; Perishable and Wet cargo; Vulnerable cargo; Human remains; Heavy, oversize and overhanged cargo; Arms (sporting, hunting and other firearms) and ammunition.

2. Booking
Space and reservation requests (FFR) for interline shipments on VNA's flights shall be sent to:
- For outbound Vietnam shipments: HDQUNVN and/or scc.cargo@vietnamairlines.com
- For inbound Vietnam shipments: VNA's overseas Branch where the flights depart, copy to HDQUNVN and/or scc.cargo@vietnamairlines.com

The reply message (FFA) from SCC or from VNA's overseas Branches shall be copied to all VNA's offices at transfer points.

2.8 Undelivered Consignments
2.8.1. Failure of Consignee to Take Delivery
The shipper is liable for all charges and expenses resulting from or in connection with the failure of the consignee to take delivery of the shipment. All charges incurred will be debited to the shipper or his agent.

9. Miscellaneous Information

9.1. C.O.D.
Vietnam Airlines does not provide C.O.D service or collect amounts on behalf of other carriers.

9.2. Vietnam Airlines Cargo Tracing Web Site
WWW.VIETNAMAIRLINES.COM

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