8.3. Information by Carrier

Qantas Airways Ltd. (QF/081)

2. Acceptance for Carriage

2.3. Acceptance of Goods

2.3.1. General

Cargo is accepted for carriage in accordance with the Company's "General Conditions of Carriage for Goods" and these must always be available for public inspection.
An "Air Cargo" destination label (see Note below) and an "Air Waybill number" label are to be attached to each package in the consignment (adjacent to the consignee's address), by the office or Agent completing the AWB. Two sets of destination or number labels are to be attached to all packages exceeding 6 cubic feet in volume and 3 sets to packages exceeding 25 cubic feet. Where appropriate "Fragile", "This Side Up", "Perishable" and "Live Animals" stickers should also be attached.

Note:
Where house AWBs or other similar documents have been issued to cover the carriage of individual packages in a shipment, the special "Air Cargo" destination label which calls for the insertion of the appropriate "HWB No. " must be affixed to each package (adjacent to the consignee's address) by the Shipper/Agent. The serial numbers of such documents must be inserted in the appropriate box on the label by the Shipper/Agent.

Consignments for personnel of any Navy, Army or Air Force unit overseas may only be accepted when a full location address is given. When only an accommodation address is available such as a Fleet Mail Office or Army P.O. etc., the consignment may only be accepted after confirmation has been received from the destination station that delivery is practical. N.B. Consignments addressed care of Army or Fleet Post Offices in the USA are **not** to be accepted.

2.3.2. Consignments Ready for Carriage

CONSOLIDATED CONSIGNMENTS (Mixed Consignments)
If the consolidated consignment includes dangerous goods such articles must be offered separately and must be clearly indicated as dangerous goods in the "nature and quantity of goods (including dimensions or volume)" box on the AWB; and must be clearly indicated as dangerous goods on the AWB Extension List (when an extension list is used).
Perishable items (except live animals, which may not be included) may be included in consolidated consignments of a like nature (e.g. all orchids, all vegetables, etc.). QF Rule 2.3.3.A.7. contains additional information on the acceptance of perishable items.

2.3.3. Restrictions in Acceptance

A. Restrictions Due to Nature of Goods

1. Animals, live

1. Domestic pets and small harmless animals and birds will normally be accepted for carriage on Qantas aircraft subject to the undermentioned conditions.
   a. Advance arrangements must be made and space booked from origin to destination.
   b. Carriage of the species is permitted in accordance with the appropriate Qantas Airport Loading Manual regulations for the aircraft involved.
   c. The animals must be in apparent fit and healthy condition and able to withstand the journey.
   d. The shipment must comply with all Quarantine and Government requirements of the countries of export and destination and the countries through which the shipment will transit.
   e. The container(s) must be of a standard and type that will ensure safe carriage of the animal(s) and delivery in good condition.
   f. Clear and concise instructions must be supplied by the shipper for feeding, watering, cleaning and handling. These instructions must be practicable and, where appropriate, advance arrangements must be made with transit and discharge stations for their implementation.
2. Some breeds of dog are NOT accepted for carriage on Qantas services.
3. Large animals and wild animals will only be accepted on special application. Qantas will not accept for carriage;
   - Native birds caught in the wild
   - Any animals for research purposes.
4. Sample shipments of live bees, not exceeding 10 kg. in weight, will be accepted for carriage. Live bees inlarger quantities will only be accepted on special application.
5. The "IATA Live Animals Regulations" are to be used as the criteria for the acceptance and handling of live animals.
   Live animals cannot be accepted in a ULD nor included in a consolidated shipment or mixed consignment. AWBs are to be endorsed "Carrier not responsible for death from natural causes".
6. Please contact your local Qantas freight office, or Qantas Special Handling for further information:
   Sita:SYDFAQF,E-mail: livestock@qantas.com.au

3. Dangerous goods

Dangerous goods, including explosives, flammable liquids, flammable solids, flammable gases, oxidizing materials, corrosive substances, compressed gases, poisons, radioactive materials, magnetic materials, polymerizable materials, noxious or irritating substances, articles liable to damage aircraft structures, and articles possessing other inherent characteristics which make them unsuitable for air carriage unless properly packed, must only be accepted in accordance with the IATA Dangerous Goods Regulations. A copy of these regulations is held at all Qantas offices. Additionally the outer container must show the full shipping name of the contents.
If a consolidated consignment or mixed consignment includes dangerous goods such articles must be offered separately, and must be clearly indicated as dangerous goods in the "nature and quantity of goods (including dimensions or volume)" box on the AWB; and must be clearly indicated as dangerous goods on the AWB Extension List (when an extension list is used).

4. Human remains

Cremated and embalmed human remains may be accepted for carriage on all Qantas flights, subject to the following conditions:
a. Embalmed remains must be shipped in a coffin with a hermetically sealed inner container of lead, zinc, bronze or steel.
   Exception: Australia, New Zealand, Papua New Guinea and the United Kingdom.
   The above countries will accept an inner container of polythene plastic sheeting with a minimum thickness of 0.01 ins. /0.254 mm. The polythene container must have all excess air removed and both ends hermetically sealed with double welds.
b. Cremated remains must be shipped in a sealed outer box or case.
c. Remains must be accompanied by an official certificate of death and, in the case of ashes, a certificate of cremation.
d. Where required by government regulations, these certificates must be legalised by the local Consul of the country of destination. If transfer to another carrier is required, on-carriage details must be arranged prior to despatch.
e. For carriage of human remains into Australia Australian Consular approval is required prior to despatch.

7. Perishables

Perishable items may be accepted for carriage provided they are adequately packed and clearly marked as to their contents. If transfer to another carrier for on-carriage is necessary, the regulations of the on-carrier should be considered prior to acceptance. Company aircraft are not equipped with refrigeration facilities for commercial air cargo. Wherever possible the telephone numbers of both the consignor and consignee should be shown on the Air Waybill in order to expedite delivery or notification in the case of delay.

11. Valuable cargo

Consignments must be strongly packed and substantially fastened. Bullion must be packed in wooden boxes, nailed and sealed; wax seals are to be countersunk.
Consignors should be requested to arrange delivery as near as possible to departure time of the flight on which the consignment is to be despatched. The consignor's copy of the Air Waybill is the only receipt that will be given for valuable cargo.
Each Air Waybill completed for carriage of valuable cargo must show the value of the consignment and, where applicable, the nett weight of bullion, under the heading "Nature and Quantity of Goods".

3. Transportation Charges

3.2. Valuation Charges

Shippers must declare a value for carriage on the air waybill. This declaration may be a specific amount or NVD (No Value Declared). For the purpose of applying valuation charges, the value per kilogram or per pound must be determined by dividing the shippers declared value for carriage by the gross weight of the consignment as declared in the Gross Weight box on the air waybill. Declared value for carriage may not be entered or (if already entered on the air waybill) amended after despatch of the shipment from the airport (or city) of departure shown on the air waybill.
Consignments valued at SDR 19 per kg. will be assessed valuation charges not less than 1% of the shippers declared value for carriage exceeding SDR 19 per kg.
The declared value for carriage applies to the actual gross weight of the consignment, excluding the weight of airline owned ULDS.
Value declarations for individual parts of the shipment are not permitted.

Note:
Qantas may refuse carriage of shipments having a declared value for carriage in excess of AUD 5,000,000. Please contact Qantas for further information.

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3.3. Precedence of Rates and Charges
Through published QF flagged rates take precedence over any combination of QF flagged rates.

3.4. Minimum Charges
When the weight or volume charge for a consignment is lower than the Qantas minimum charge, the Qantas minimum charge shall apply.
Any valuation charge shall not be included with the weight or volume charge.
Minimum charges apply on a per consignment basis.
Qantas minimum charges are as published in the TACT rates books, flagged QF.

3.7. Class Rates
3.7.2. Live Animals
Rates & charges for the carriage of Live Animals will be assessed as follows:

Area of Application	Type	Rate	Minimum Charge
From South West Pacific to all areas & from USA/Canada to TC3	All Live Animals	200% of the applicable QF flagged GCR	200% of the QF flagged Minimum Charge
All other areas	All Live Animals	150% of the QF flagged N rate	

3.7.6. Valuable Cargo
Rates & Charges for the carriage of Valuable Cargo will be assessed as follows:

Area of Application	Rate	Minimum Charge
All	200% of the QF flagged N rate	200% of the QF flagged Minimum Charge

Note:
The definition of Valuable Cargo shall be as detailed in Rule 3.7.6., paragraph 1.

3.7.8. Baggage Shipped as Cargo
Rates & Charges for the carriage of Baggage Shipped as Cargo will be assessed as follows:

Area of Application	Rate	Minimum Charge
From Australia & Papua New Guinea	75% of the QF flagged N rate	The QF flagged Minimum Charge
From Rest of South West Pacific & Malaysia	50% of the QF flagged N rate	
From all other areas	Applicable QF flagged GCR	

The definition of Baggage Shipped as Cargo, and the conditions under which it may be accepted for carriage shall be as detailed in Rule 3.7.8., paragraphs 2 & 3.

Additionally, Qantas will accept laptop computers, portable radios, portable stereo systems, and “Tools of Trade” for carriage of Baggage Shipped as Cargo, provided the passenger consigns the shipment to travel wholly on Qantas services.
“Tools of Trade” shall mean hand tools, but not power tools.

3.7.9. Human Remains
Rates & charges for the carriage of Human Remains will be assessed as follows:

Area of Application	Type	Rate	Minimum Charge
All areas	Ashes	The applicable QF flagged GCR	The QF flagged Minimum Charge
	Coffins	The QF flagged N rate	

3.7.11. Automotive Vehicles
For transportation of automotive vehicles from Japan to South West Pacific the QF flagged N rate shall apply.

3.8. Construction/Combination of Unpublished Rates
3.8.1. Construction of Unpublished Rates and Charges
When a through QF flagged rate is not published in section 4.3 of the Rates books, such through rate may be constructed by using the general cargo add-ons (GCR) add-ons in section 5.2 of the Rates books.
The provisions of section 5.1 and 5.3 will apply to the use of these add-ons.

3.9. Computation of Charges
3.9.2. Mixed Consignments
A mixed consignment is a consignment consisting of commodities, articles or goods qualifying for different rates and conditions, moving under one air waybill.
A mixed consignment consigned on Qantas services shall not include the following commodities, articles or goods.
a. Valuable Cargo
b. Live Animals
c. Baggage Shipped as Cargo
d. Diplomatic bags
e. Human Remains. However, mixed consignments of human remains and personal effects shall be permitted where the personal effects are those of the deceased and they are accompanied by a declaration to this effect.

Note:
Dangerous goods in a mixed consignment must be offered separately and clearly indicated in the “Nature and Quantity of Goods (including dimensions or volume)” box on the air waybill as dangerous goods.

3.9.4. Volume Weight
The cubic volume of a consignment is established by applying the greatest length, the greatest width and the greatest height of the consignment or its packages. Consignments, the extreme dimensions of which result in an average of more than 6000 cubic centimetres per kilogram shall be charged on a volume basis.
The volume weight shall be calculated up to three decimal places before rounding off.

When determining the dimensions of a shipment a half or larger fraction of a centimetre shall be rounded up to the next whole centimetre, a smaller fraction to the next lower centimetre.

3.10. Unitized Consignments
3.10.3. General Rules for the Use of Unit Load Devices

2. Restrictions
ULDs tendered to Qantas Ready for Carriage shall not contain:
a. articles shown in the applicable Dangerous Goods Regulations as bearing a restriction;
b. live animals
c. valuable cargo
d. human remains

3. Determination of Chargeable Weight for shipments in ULDs
If not otherwise published by Qantas, transportation charges for
a. shipments containing one or more pieces in excess of the dimensions of the ULD used for transportation; or
b. shipments which totally or partially prevent other freight from being loaded on the same ULD due to special tie-down requirements: or
c. shipments for which a shipper requires exclusive use of the ULD(s); or
d. shipments which require special loading procedures in the cargo compartment such as centre loading, zone loading, local tie-down over more than one ULD position and/or overhanging:

shall be assessed at the rate applicable to the shipment based on the greater of
- The actual or dimensional weight of the shipment, excluding the weight of the ULD and tie-down equipment;

or
- The minimum chargeable weight per ULD required to transport such shipment as shown in the table below.

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When more than one ULD is required, whether in total or in part, the minimum chargeable weight shall be multiplied by the total number of ULD positions required.

Minimum chargeable weight (Pivot Weights) per ULD					
Rate Class	U.S Dom.	Prefix	MD or LD	Contour	Pivot Weight kg
8	LD3	AKE	LD		750
6A	LD8	DQF, DLF	LD		1110
6W	LD6	ALF	LD		1460
5	LD9	AA2, AAP, RAP	LD		1650
2BG	-	AMP	LD		1895
5WA	LD26	AAF	LD		2125
5W	LD29	AAU	LD		2170
-	-	FQA	LD		1110
9	-	PEB	MD		885
5	LD9	P1P, PAG, PAP, PAJ, P1G	LD		1670
2A	Type A	P1P, PAG, PAP, PAJ, P1G	MD	Q6	2610
2C	-	P1P, PAG, PAP, PAJ, P1G	MD	Q7	3220
2BG	-	P6P, PMC	LD		1895
2	M1	P6P, PMC	MD	Q6	2860
2H	M5	P6P, PMC	MD	Q7	3525
1	M2	PGA	MD		5540

LD = Lower Deck ULD
MD = Main Deck ULD

7. Demurrage
Qantas may provide ULDs to shippers or consignees free of charge for a maximum period of 96 hours. At the **departure station** this period shall commence from midnight (24.00 hours) of the day of release; at the **destination station** the period shall commence from midnight (24.00 hours) of the day following the day of arrival.
If a Qantas owned ULD is not returned within these time periods, in each case a charge (detailed below) per day or fraction thereof shall apply until such time as the shipper or consignee returns the Qantas ULD pursuant to the paragraph below. Such charge shall be applicable at both origin and/or destination of the consignment (as shown on the Air Waybill).
The shipper or consignee, as the case may be, shall return (or arrange to return) to Qantas at the airport where the Qantas ULD was received the same Qantas ULD.
In Australia, AUD 50.00
In other countries, To be advised.

3.11. International Priority Service
Qantas offers a range of services to the Express and Courier industry. These include QGO Priority and QGO Express products.
Please contact the local Qantas Freight Sales representative.
See www.qantasfreight.com.au for more information.

4. Services and Related Charges

4.3. Insurance
Qantas does **not** offer an air cargo insurance facility.

7. Special Country Information

7.2. Charges Collect
A consignment may be accepted Charges Collect (ie. payable by the consignee) for carriage on Qantas services provided the following conditions are fulfilled.

a. The consignee is not the same as the shipper, nor a government agency.
b. currency regulations of the country of destination and of the delivering carrier permit collection of charges from the consignee.

Shipments of human remains, live animals, perishables, personal effects, household goods, firearms or baggage shipped as cargo will not be accepted for carriage on Qantas on a Charges Collect basis.

Where Qantas is the delivering carrier ("last carrier"), a Charges Collect fee will be collected from the consignee. Unless otherwise detailed below the fee for charges collect services shall be 5% of the weight and valuation charges applicable to the shipment.

The Minimum charge and any other conditions shall also be as detailed below.

Country	Minimum Charge		Note
Australia	AUD	35.00	Note 1
Chile	USD	10.00	Accepted to SCL only
Germany	EUR	26.00	Accepted to FRA only
Hong Kong	USD	10.00	
Japan	JPY	3000	Accepted to NGO/OSA/ TYO only
New Caledonia	USD	10.00	Accepted to NOU only
New Zealand	NZD	42.00	Accepted to AKL/CHC/ WLG only
Philippines			We do not accept Charges Collect shipments
Singapore	SGD	15.00	
South Africa	USD	10.00	Accepted to JNB only
Thailand	THB	400	Accepted to BKK only
United Kingdom	GBP	10.00	Accepted to LHR only
United States	USD	10.00	Accepted to CHI/HNL/LAX/ NYC/SFO only
Vietnam	USD	10.00	Accepted to SGN only

Notes
1. Australia. The Charges Collect fee shall be 5% of the total weight and valuation charges.

For the applicable Charges Collect fee, Minimum Charge and any restrictions where a carrier other than Qantas is the delivering carrier, and/or for countries not listed above, please refer to Rules 7.2.2. and 7.2.3., and to any carrier deviating/additional rules in Section 8.3.

7.3. Import/Transit/Export Regulations
Please refer to www.qantas.com.au for information

9. Miscellaneous Information

9.1. C.O.D.
Qantas does **not** offer a C.O.D. facility. No C.O.D. shipment will be accepted either on Qantas waybills or for carriage on Qantas flights. Qantas does not undertake collection of C.O.D. amounts on behalf of other carriers.

9.2. E-Commerce
Qantas excels in offering an efficient and reliable range of e-Commerce solutions for the air freight industry. For information on these services please send an e-mail to freight@qantas.com.au or visit the Qantas Freight web site www.qantasfreight.com.

9.3. Australian Privacy Legislation
Notice from Qantas Airways to shippers and consignees named on Qantas Air Waybills

Qantas Airways Limited and its related companies are subject to the National Privacy Principles under the Privacy Act 1988 (Cth) (as amended by the Privacy Amendment (Private Sector) Act 2000 (Cth)).

Qantas collects information about you to provide products and services to you, process your freight arrangements, conduct marketing activities and market research. If the information is not provided Qantas may not be able to provide the service requested. Qantas may disclose your personal information to its related companies, other carriers, transport service providers, organisations which provide services to Qantas, various law enforcement agencies and governments around the world for security, customs and immigration purposes.

You can gain access to the information Qantas Freight holds about you by writing to Qantas Freight at level 6, Building C, 10 Bourke Road, Mascot NSW 2020 and quoting the 11 digit Air Waybill number of your freight shipment.

The "Qantas Freight Privacy Notice" and the "Qantas Freight Privacy Statement" are published on the Qantas web site www.qantasfreight.com.

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9.4. Air Cargo Rates Airport to Airport
Qantas cargo rates shall apply to the chargeable weight of the shipment, as determined by the characteristics of the shipment at the airport of departure, for transportation on an airport to airport basis only.

The rates shall not cover;

- Cost of preparation and/or completion of documents required by government agencies from shipper for export and/or required for clearance at transit points and/or for inbound clearance at the airport of destination.
- Cost of preparing and transmitting electronic data required by government agencies from shipper for export and/or required for clearance at transit points and/or for inbound clearance at the airport of destination.
- Charges levied by government agencies for export and/or required for clearance at transit points and/or for inbound clearance at the airport of destination for specified types of cargo (human remains, live animals, dangerous goods, etc).
- Handling, documentation, or storage charges at an airport ground handling facility or customs warehouse, whether operated by Qantas or a third party.

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