

# REFERENCE GUIDE 2015

STAR ALLIANCE



STAR ALLIANCE  
WELCOMES  
AVIANCA IN BRAZIL

FOR EMPLOYEES OF STAR ALLIANCE MEMBER CARRIERS

# WELCOME

## **WELCOME TO THE 2015 EDITION OF THE STAR ALLIANCE REFERENCE GUIDE**

This edition includes baggage, airport and frequent flyer information for our newest member, Avianca in Brazil. Its flights, operated under the Avianca logo and the O6 two-letter code, add new unique destinations in the fast-growing Brazilian market. The addition of Avianca in Brazil brings the Star Alliance membership to 28 airlines.

This guide is designed to provide a user-friendly tool that gives quick access to the information needed to deliver a smoother travel experience to international travellers. Information changes regularly, so please continue to consult your airline's publications and information systems for changes and updates, as well as for operational information and procedures.

We welcome your feedback at  
**[ref.guide@staralliance.com](mailto:ref.guide@staralliance.com)**.

Thank you,

Star Alliance Internal Communications

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## GREETINGS FROM AVIANCA IN BRAZIL

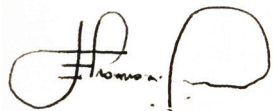
It is a great honor for Avianca in Brazil to become a member of Star Alliance, the largest airline alliance in the world.

The Alliance's return to Brazil represents an important step for local commercial aviation. It will benefit Brazilian customers providing them with the possibility to travel to 1,330 destinations in 192 countries. For the Star Alliance network it will represent a growth of 15 new destinations in Latin America's most important aviation market.

Avianca is widely recognized for its product and services, due to its modern fleet, full onboard service and individual in-flight entertainment. It is the only airline in Brazil to have been awarded the highest grade for seat pitch in all of its fleet, by local civil aviation authorities (ANAC).

We are excited to receive customers from all over the world with efficiency and quality. On behalf of our employees, I would like to thank you for welcoming us.

### **José Efromovich, CEO Avianca in Brazil**

A handwritten signature in black ink, appearing to read 'José Efromovich', with a large, stylized flourish to the right.

**José  
Efromovich,  
CEO Avianca  
in Brazil**

## VISION

To be the leading global airline alliance for the high-value international traveller.

## MISSION

To contribute to the long-term profitability of its members beyond their individual capabilities.

## CUSTOMER EXPECTATIONS

Star Alliance was formed to better meet the needs of international travellers. Following extensive research with these valuable customers, we learned that they want and expect the following from the Alliance:

- a **consistent delivery** of **best quality** and comfort standards
- **trusted performance** with focus on safety and security
- an enjoyable and **relaxing travel experience**
- Frequent Flyer privileges and **status recognition**
- Convenient and hassle-free global access

Customers want us to provide them with these specific, tangible benefits every time they travel with each of the member carriers.

## STAR ALLIANCE WEBSITES














Please invite your customers to visit the Star Alliance website **[www.staralliance.com](http://www.staralliance.com)**, on Facebook at **[www.facebook.com/staralliance](http://www.facebook.com/staralliance)**, and download smartphone apps at **[www.staralliance.com/en/services/mobile\\_services](http://www.staralliance.com/en/services/mobile_services)**. Employees can visit **[www.starallianceemployees.com](http://www.starallianceemployees.com)** to get the latest Star Alliance news, and connect with other employees at **[www.starallianceconnects.com](http://www.starallianceconnects.com)**.












# FACTS & FIGURES

## THE NETWORK AS OF JULY, 2015





<b>Total revenue US\$</b>	<b>179.05 billion</b>
<b>Annual passengers</b>	<b>641.1 million</b>
<b>Daily departures</b>	<b>More than 18,500</b>
<b>Number of employees</b>	<b>432,603</b>
<b>Countries served</b>	<b>192</b>
<b>Airports served</b>	<b>1,330</b>
<b>Fleet</b>	<b>4,657</b>
<b>Lounges</b>	<b>More than 1,000</b>

Figures relate to schedule data as of July, 2015 as compiled by Star Alliance Corporate Office, including Avianca in Brazil

<b>STAR ALLIANCE MEMBERS</b>	<b>FLEET SIZE</b>	<b>NUMBER OF EMPLOYEES</b>	<b>MAJOR HUB AIRPORTS</b>
 <b>Adria Airways (JP)</b>	12	426	Ljubljana
 <b>Aegean Airlines (A3)</b>	43	1,983	Athens, Chania, Corfu, Kalamata, Kos, Heraklion, Larnaca, Rhodes, Thessaloniki
 <b>Air Canada (AC)</b>	367	27,000	Calgary, Montreal, Toronto, Vancouver
 <b>Air China (CA)</b>	334	26,206	Beijing, Chengdu, Shanghai
 <b>Air India (AI)</b>	103	20,956	Delhi, Mumbai (Bombay)
 <b>Air New Zealand (NZ)</b>	104	11,000	Auckland, Hong Kong, Los Angeles, London Singapore, Shanghai, Sydney, Tokyo, Vancouver
 <b>ANA (NH)</b>	241	14,000	Tokyo (Haneda), Tokyo (Narita)
 <b>Asiana Airlines (OZ)</b>	85	10,380	Seoul Incheon, Seoul Gimpo
 <b>Austrian (OS)</b>	75	6,000	Vienna
 <b>Avianca (AV)</b>	71	20,500	Bogota, Lima, San Salvador
 <b>Avianca in Brazil (O6)</b>	41	4,300	Brasilia, São Paulo (Guarulhos)
 <b>Brussels Airlines (SN)</b>	47	3,500	Brussels
 <b>Copa Airlines (CM)</b>	98	9,319	Panama City

<b>STAR ALLIANCE MEMBERS</b>	<b>FLEET SIZE</b>	<b>NUMBER OF EMPLOYEES</b>	<b>MAJOR HUB AIRPORTS</b>
 <b>Croatia Airlines (OU)</b>	12	916	Zagreb
 <b>EGYPTAIR (MS)</b>	81	9,000	Cairo
 <b>Ethiopian Airlines (ET)</b>	80	8,678	Addis Ababa, Lomé, Liege, Lilongwe
 <b>EVA Airways (BR)</b>	54	8,065	Taipei
 <b>LOT Polish Airlines (LO)</b>	44	1,700	Warsaw
 <b>Lufthansa (LH)</b>	423	54,960	Frankfurt, Munich
 <b>Scandinavian Airlines (SK)</b>	138	12,329	Copenhagen, Oslo, Stockholm
 <b>Shenzhen Airlines (ZH)</b>	148	13,861	Guangzhou, Shenzhen
 <b>Singapore Airlines (SQ)</b>	104	14,040	Singapore
 <b>South African Airways (SA)</b>	53	9,214	Johannesburg
 <b>SWISS (LX)</b>	95	8,245	Zurich



<b>STAR ALLIANCE MEMBERS</b>	<b>FLEET SIZE</b>	<b>NUMBER OF EMPLOYEES</b>	<b>MAJOR HUB AIRPORTS</b>
 <b>TAP Portugal (TP)</b>	77	6,889	Lisbon, Porto
 <b>Thai Airways International (TG)</b>	93	24,952	Bangkok
 <b>Turkish Airlines (TK)</b>	277	20,596	Ankara, Istanbul
 <b>United Airlines (UA)</b>	1,257	84,000	Chicago, Denver, Guam, Houston, Los Angeles, New York (Newark), San Francisco, Tokyo (Narita), Washington D.C. (Dulles)



# GENERAL INFORMATION

# CUSTOMER BENEFITS

## **MILEAGE ACCRUAL AND REDEMPTION**

There is no Star Alliance frequent flyer programme. There are 21 frequent flyer programmes, all operating independently. Customers of any Star Alliance member airline's frequent flyer programme (see chart) can accrue and redeem miles, kilometres or points\* when they travel on any eligible Star Alliance member airline flight on a fare eligible for mileage accrual.

In addition, when travelling on Star Alliance member flights, miles or points count toward higher membership status in the customer's chosen frequent flyer programme.

To ensure successful membership accrual, passengers should quote the frequent flyer number on their membership card, show their card, and save passenger receipts and boarding passes in case retroactive crediting is necessary.

\*Qualifying accruals vary by frequent flyer programme and are subject to paid fares. Air New Zealand's frequent flyer currency is Airpoints Dollars.

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## **RECOGNITION ON INFLIGHT PAPERWORK AND BOARDING PASSES**

Recognition of Star Alliance Gold and Star Alliance Silver customers can be found on inflight paperwork and boarding passes. Look for this format: XX\*G or XX\*S and read as Airline Star Alliance Gold or Airline Star Alliance Silver (XX is the two-letter airline code).

Example: TG\*S = THAI Star Alliance Silver = THAI Royal Orchid Plus Silver

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## **STAR ALLIANCE UPGRADE AWARDS**

The Star Alliance Upgrade Awards is an electronic upgrade product. Customers can use their own FFP miles to upgrade on member airline operated flights. The upgrade must be requested and confirmed in advance and is subject to seat availability.

NOTE: All member airlines participate, but work is still in progress to implement SAUA on a small number of bilateral carrier relationships.

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## RECOGNITION OF MEMBERSHIP CARDS

Membership cards carry the Star Alliance Gold or Star Alliance Silver badge.

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### STAR ALLIANCE GOLD



Priority Airport Check in  
Airport Lounge Access <sup>1</sup>  
Priority Boarding  
Extra Baggage Allowance <sup>2</sup>  
Priority Baggage Handling  
Priority Reservations Waitlisting  
Priority Airport Standby

### STAR ALLIANCE SILVER



Priority Reservations Waitlisting  
Priority Airport Standby

<sup>1</sup> See Star Alliance Lounge Access details. Star Alliance Gold Lounges are identified by the Star Alliance Gold badge at the entrance. Additional top-tier benefits for each airline's frequent flyer programme are only applicable on that particular airline.

<sup>2</sup> Star Alliance Gold customers are entitled to one additional piece of checked baggage (piece concept) or an additional 20 kgs (weight concept) if travelling on two or more Star Alliance member airlines on a single ticket.

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### STAR ALLIANCE GOLD BADGES

Star Alliance Gold badges have been placed at all Star Alliance Gold Lounge entrances.



# CUSTOMER BENEFITS

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## LOUNGE RESTRICTIONS

- Different access policies may prevail for each airline's own premium customers, particularly as they pertain to guests and/or lounges operated by third parties in select cities.
  - Exceptions or restrictions are shown in the Lounge Access Chart.
- 

## STAR ALLIANCE GOLD CARDS








The following levels are Star Alliance Gold Card holders. Please refer to frequent flyer programmes of Star Alliance member carriers for more details.

Adria Airways	JP	HON Circle, Senator
Aegean Airlines	A3	Miles&Bonus Gold
Air Canada	AC	Altitude Super Elite 100K, Altitude Elite 75K, Altitude Elite 50K
Air China	CA	PhoenixMiles Platinum, PhoenixMiles Gold
Air India	AI	The Maharajah Club, Golden Edge Club
Air New Zealand	NZ	Airpoints Gold Elite, Airpoints Gold
ANA	NH	Diamond, Platinum, Super Flyers
Asiana Airlines	OZ	Asiana Club Platinum, Asiana Club Diamond Plus, Asiana Club Diamond
Austrian	OS	HON Circle, Senator
Avianca	AV	LifeMiles Diamond, LifeMiles Gold
Avianca in Brazil	O6	Amigo Diamond, Amigo Gold
Brussels Airlines	SN	HON Circle, Senator
Copa Airlines	CM	Presidential Platinum, Platinum, Gold, Silver









Croatia Airlines	OU	HON Circle, Senator
EGYPTAIR	MS	EGYPTAIR Plus Platinum, EGYPTAIR Plus Gold
Ethiopian Airlines	ET	ShebaMiles Gold
EVA Airways	BR	Infinity MileageLands Diamond, Infinity MileageLands Gold
LOT Polish Airlines	LO	HON Circle, Senator
Lufthansa	LH	HON Circle, Senator
Scandinavian Airlines	SK	EuroBonus Pandion, EuroBonus Diamond, EuroBonus Gold
Shenzhen Airlines	ZH	PhoenixMiles Platinum, PhoenixMiles Gold
Singapore Airlines	SQ	Solitaire PPS Club Life, Solitaire PPS Club, PPS Club, KrisFlyer Elite Gold
South African Airways	SA	Lifetime Platinum, Platinum, Gold
SWISS	LX	HON Circle, Senator
TAP Portugal	TP	Victoria Gold Winner
Thai Airways International	TG	Royal Orchid Plus Platinum, Royal Orchid Plus Gold
Turkish Airlines	TK	Elite Plus, Elite
United Airlines	UA	Global Services, Premier 1K, Premier Platinum, Premier Gold







# FREQUENT FLYER PROGRAMMES

Star Alliance Members	Frequent Flyer Programme	Star Alliance Gold	Star Alliance Silver	Programme Currency
 <b>Adria Airways (JP)</b>	Miles & More	HON Circle Senator	Frequent Traveller	Miles
 <b>Aegean Airlines (A3)</b>	Miles&Bonus	Miles&Bonus Gold	Miles&Bonus Blue	Miles
 <b>Air Canada (AC)</b>	Aeroplan	Altitude Super Elite 100K Altitude Elite 75K Altitude Elite 50K	Altitude Elite 35K Altitude Prestige 25K	Miles
 <b>Air China (CA)</b>	PhoenixMiles	PhoenixMiles Platinum PhoenixMiles Gold	PhoenixMiles Silver	Kilometres
 <b>Air India (AI)</b>	Flying Returns	The Maharaja Club Golden Edge Club	Silver Edge Club	Miles
 <b>Air New Zealand (NZ)</b>	Airpoints	Airpoints Gold Elite Airpoints Gold	Airpoints Silver	Airpoints Dollars
 <b>ANA (NH)</b>	ANA Mileage Club	Diamond Platinum Super Flyers	Bronze	Miles

<b>Star Alliance Members</b>	<b>Frequent Flyer Programme</b>	<b>Star Alliance Gold</b>	<b>Star Alliance Silver</b>	<b>Programme Currency</b>
 <b>Asiana Airlines (OZ)</b>	Asiana Club	Asiana Club Platinum Asiana Club Diamond Plus Asiana Club Diamond	Asiana Club Gold	Miles
 <b>Austrian (OS)</b>	Miles & More	HON Circle Senator	Frequent Traveller	Miles
 <b>Avianca (AV)</b>	LifeMiles	LifeMiles Diamond LifeMiles Gold	LifeMiles Silver	Miles
 <b>Avianca in Brazil (O6)</b>	Amigo	Amigo Diamond Amigo Gold	Amigo Silver	Points
 <b>Brussels Airlines (SN)</b>	Miles & More	HON Circle Senator	Frequent Traveller	Miles
 <b>Copa Airlines (CM)</b>	ConnectMiles	Presidential Platinum Platinum Gold	Silver	Miles
 <b>Croatia Airlines (OU)</b>	Miles & More	HON Circle Senator	Frequent Traveller	Miles



<b>Star Alliance Members</b>	<b>Frequent Flyer Programme</b>	<b>Star Alliance Gold</b>	<b>Star Alliance Silver</b>	<b>Programme Currency</b>
 <b>EGYPTAIR (MS)</b>	EGYPTAIR Plus	EGYPTAIR Plus Platinum EGYPTAIR Plus Gold	EGYPTAIR Plus Silver	Miles
 <b>Ethiopian Airlines (ET)</b>	ShebaMiles	ShebaMiles Gold	ShebaMiles Silver	Miles
 <b>EVA Airways (BR)</b>	Infinity MileageLands	Infinity MileageLands Diamond Infinity MileageLands Gold	Infinity MileageLands Silver	Miles
 <b>LOT Polish Airlines (LO)</b>	Miles & More	HON Circle Senator	Frequent Traveller	Miles
 <b>Lufthansa (LH)</b>	Miles & More	HON Circle Senator	Frequent Traveller	Miles
 <b>Scandinavian Airlines (SK)</b>	EuroBonus	EuroBonus Pandion EuroBonus Diamond EuroBonus Gold	EuroBonus Silver	Points
 <b>Shenzhen Airlines (ZH)</b>	PhoenixMiles	PhoenixMiles Platinum PhoenixMiles Gold	PhoenixMiles Silver	Kilometres
 <b>Singapore Airlines (SQ)</b>	KrisFlyer	Solitaire PPS Club Life Solitaire PPS Club PPS Club KrisFlyer Elite Gold	KrisFlyer Elite Silver	Miles

Star Alliance Members	Frequent Flyer Programme	Star Alliance Gold	Star Alliance Silver	Programme Currency
 <b>South African Airways (SA)</b>	Voyager	Lifetime Platinum Platinum Gold	Silver	Miles
 <b>SWISS (LX)</b>	Miles & More	HON Circle Senator	Frequent Traveller	Miles
 <b>TAP Portugal (TP)</b>	Victoria	Victoria Gold Winner	Victoria Silver Winner	Miles
 <b>Thai Airways Intl. (TG)</b>	Royal Orchid Plus	Royal Orchid Plus Platinum Royal Orchid Plus Gold	Royal Orchid Plus Silver	Miles
 <b>Turkish Airlines (TK)</b>	Miles&Smiles	Elite Plus Elite	Classic Plus	Miles
 <b>United Airlines (UA)</b>	Mileage Plus	Global Services Premier 1K Premier Platinum Premier Gold	Premier Silver	Miles

# RESERVATION CALL CENTRES

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 **Adria Airways (JP)** [www.adria.si](http://www.adria.si)

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<b>Albania</b>	+355 (0) 4-2272-666
<b>Austria</b>	+43-1-879-87-05
<b>Belgium</b>	+32-2-72-07-955
<b>Bosnia and Herzegovina</b>	+387 (0) 33-232-125/126
<b>Croatia</b>	+386-1-369-1010
<b>Denmark</b>	+46 (0) 42-28-47-78
<b>France</b>	+386-1-369-1010
<b>Germany</b>	+49 (69) 269-56-720/721
<b>Greece</b>	+386-1-369-1010
<b>Israel</b>	+972-3-52-23-161
<b>Kosovo</b>	+381 (0) 38-24-6746
<b>Macedonia</b>	+389 (0) 2-3117-009

<b>Montenegro</b>	+382 (0) 20-201-201
<b>Netherlands</b>	0032-2-72-07-955
<b>Poland</b>	+386-1-369-1010
<b>Russia</b>	+7-495-727-0885
<b>Serbia</b>	+381 (0) 11-2286-457
<b>Spain</b>	+34-93-246-67-77
<b>Slovenia</b>	080-1300 (Domestic toll-free) +386-1-369-1010 (Intl.)
<b>Sweden</b>	+386-1-369-1010
<b>Switzerland</b>	+41 (44) 212-63-93
<b>Turkey</b>	+386-1-369-1010
<b>Ukraine</b>	+386-1-369-1010
<b>United Kingdom</b>	+386-1-369-1010

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 **Aegean Airlines (A3)** [www.aegeanair.com](http://www.aegeanair.com)

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<b>HQ Call Centre</b>	+30-2106261000; 801-11-20000
<b>Barcelona</b>	+34935500550
<b>Brussels</b>	+3227534710
<b>Frankfurt</b>	+49692385630
<b>London</b>	+442087593800; 448712000040 (UK only)

<b>Nicosia</b>	+35722654100
<b>Paris</b>	+33170031323
<b>Rome</b>	+390697150532-33
<b>Thessaloniki</b>	+302310501340



<b>Antigua and Barbuda</b>	+1-268-462-1147; +1-800-744-2472 (toll free)	<b>Czech Republic</b>	+48-22-696-8521
<b>Argentina</b>	0800-444-2007 (toll free)	<b>Denmark</b>	+45-3311-4555
<b>Aruba</b>	1-800-744-2472	<b>Dominican Rep.</b>	1-888-760-0020 (toll free)
<b>Australia</b>	+61-2-8248-5757; 01-300-655-767 (toll free)	<b>Ecuador</b>	+1-800-010135 (toll free)
<b>Austria</b>	+49-69-27-115-111	<b>Egypt</b>	+20-2-2579-2980
<b>Bahamas</b>	+1-800-389-0653	<b>Estonia</b>	+45-3311-4555
<b>Bahrain</b>	973-17-828-771/4	<b>Ethiopia</b>	+254-20-2105-348/9
<b>Barbados</b>	+1-246-428-5077; +1-800-744-2472 (toll free)	<b>Finland</b>	+45-3311-4555
<b>Belgium</b>	+32-070-220-100	<b>France</b>	0825-880-881 (Indigo number, charges)
<b>Bermuda</b>	1-888-247-2262	<b>Germany</b>	+49-69-27115-111
<b>Botswana</b>	+27-11-463-1147	<b>Grand Cayman</b>	1-866-931-2021 or 1-800-744-1112
<b>Brazil</b>	5511-3254-6630 (toll free)	<b>Greece</b>	00800-39-12-91-998
<b>Canada</b>	+1-888-247-2262 (toll free)	<b>Grenada</b>	800-744-2472
<b>Chile</b>	800-400-142 (toll free)	<b>Guadeloupe</b>	+590-211-277
<b>China</b>	+86-400-811-2001; HKG +852-2-867-8111	<b>Haiti</b>	509-2810-5857
<b>Colombia</b>	1-800-952-0337	<b>Hungary</b>	+48-22-696-8521
<b>Costa Rica</b>	0-800-052-1988 (toll free 24 hours/day)	<b>India</b>	Delhi & Haryana 91-11-4717-2900 Outside Delhi & Haryana 1-800-102-8182
<b>Cuba</b>	Mexico, Federal District 52-55-9138-0280 Local Ticketing Office 537-8363226	<b>Indonesia</b>	+62-21-522-6660
		<b>Ireland</b>	1-800-709900
		<b>Israel</b>	+972-3-607-2111
		<b>Italy</b>	+39-06-835-14-955
		<b>Jamaica</b>	800-677-2485

<b>Japan</b>	In Japan 0570-014-787 From outside Japan +81-3-4335-9300	<b>Qatar</b>	1-514-393-3333 (toll charges apply)
<b>Jordan</b>	1-514-393-3333 (toll charges apply)	<b>Russia</b>	Moscow +7-495-771-6471; St. Petersburg 7-812-740-3820
<b>Kenya</b>	(254) 20-7606011/2	<b>Saudi Arabia</b>	Dharan (966) 3-8822602 Riyadh (966) 1-4772228 Jeddah (966) 2-2632996 Dammam (966) 3-8356000
<b>Korea (South)</b>	+82-2-3788-0100	<b>Singapore</b>	6567373166
<b>Latvia</b>	+45-3311-4555	<b>South Africa</b>	+27-11-463-1147
<b>Lebanon</b>	+961-1-811-690/1/2/3	<b>Spain</b>	900935265
<b>Lesotho</b>	+27-11-463-1147	<b>Sri Lanka</b>	+94-11-547-4747
<b>Lithuania</b>	+45-3311-4555	<b>St. Lucia</b>	+1-800-744-2472
<b>Luxembourg</b>	+32-70-220-100	<b>St. Maarten</b>	52-55-9138-0280
<b>Malaysia</b>	+60-3-2715-2053	<b>Sudan</b>	+254-20-2105-348/9
<b>Malta</b>	39-06-6501-1462/0991	<b>Swaziland</b>	+27-11-463-1147
<b>Martinique</b>	+596-21-1277	<b>Sweden</b>	+45-3311-4555
<b>Mexico</b>	01-800-719-2827 (toll free in Mexico)	<b>Switzerland</b>	0848-247-226
<b>Namibia</b>	+27-11-463-1147	<b>Taiwan</b>	+886-2-2511-7799
<b>Netherlands</b>	0800-022-9769	<b>Tanzania</b>	+254-20-2105-348/9
<b>New Zealand</b>	0508-747-767	<b>Thailand</b>	+66-2-718-1839
<b>Norway</b>	+45-3311-4555	<b>Trinidad &amp; Tobago</b>	868-669-4279
<b>Pakistan</b>	92-21-356-77395/77212/54933	<b>Turks &amp; Caicos</b>	+1-866-931-2012 (toll free)
<b>Panama</b>	00-800-052-1215 (toll free 24 hours/day)	<b>Uganda</b>	+254-20-2105-348/9
<b>Paraguay</b>	+595-21-448917	<b>Ukraine</b>	1-514-393-3333 (toll charges apply)
<b>Peru</b>	0800-52-073 (toll free)	<b>UAE</b>	971-4-2112-537
<b>Philippines</b>	+63-2-840-4626 to 29	<b>United Kingdom</b>	0871-220-1111 (charges apply)
<b>Poland</b>	(48) 22-696-85-21		
<b>Portugal</b>	1-514-393-3333 (toll charges apply)		
<b>Puerto Rico</b>	1-877-321-0173		


<b>United States</b>	+1-888-247-2262 (toll free)	<b>Venezuela</b>	0-800-100-4918 (toll free)
<b>Uruguay</b>	000-405210083 (toll free 24 hours/day)	<b>Vietnam</b>	1-514-393-3333 (charges apply)

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 **Air China (CA)** [www.airchina.com.cn](http://www.airchina.com.cn)

<b>Americas</b>	+1-800-882-8122	<b>Europe</b>	+800-86-100-999
<b>Australia</b>	0011-800-86-100-999 (Free)	<b>Hong Kong</b>	001/006-800-86-100-999
	1-800-860-999	<b>Japan</b>	+800-86-100-999/0120-474-999
<b>Canada</b>	+1-800-860-999	<b>Korea</b>	+800-86-100-999
<b>China</b>	+86-10-95583	<b>Philippines</b>	+800-86-100-999
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<b>Serbia</b>	381-11-324-8077
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<b>Thailand</b>	+66-2654-6800 (press 3)
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<b>Switzerland</b>	0900-85-0000
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<b>Cyprus</b>	+357-22-55-9200	<b>Kuwait</b>	00965-224-9576/39620/60957/60950; +965-22460 95617
<b>Denmark</b>	0045-72304470	<b>Lebanon</b>	00961 (1) 980-164/5/6/7
<b>Egypt Land Line</b>	090070000 / Mobile 1717	<b>Libya</b>	(TIP) 00218 (021) 3335781/2/3
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<b>Philippines</b>	+63-2-756-8888	<b>UAE</b>	+38-044-287-0747
<b>Russia</b>	+7-495-775-3087		AUH: +971-2-622-1110
<b>Saudi Arabia</b>	+966-9200-18081	<b>United Kingdom</b>	DXB: +971-4-3166888
<b>Singapore</b>	+65-6223-8888	<b>United States</b>	0844-800-2380
<b>South Africa</b>	JNB: +27-11-880-8560	<b>Vietnam</b>	+1-800-742-3333 (toll free)
	CPT: +27-21-674-0601		HAN: +84-4-3826-8888
	902-380-777 (within Spain)		SGN: +84-8-38231588
<b>Spain</b>			

 **South African Airways (SA)** [www.flysaa.com/](http://www.flysaa.com/)


<b>Angola</b>	+244-222-320-774/544	<b>Benin</b>	+229-21-31-84-08/21-31-46-45
<b>Argentina</b>	+5411-4319-0099	<b>Botswana</b>	+09-267-391-3202
<b>Australia</b>	+61-1-300-435-972	<b>Brazil</b>	+55-11-3065-5115
<b>Austria</b>	+43-1-587-1585	<b>Burundi</b>	+251-2227-7420/21/22
<b>Bahrain</b>	+97317551714	<b>Canada</b>	+1-800-722-9675
<b>Belgium</b>	+31-(0) 206-55-11-77	<b>Cape Verde</b>	+238-241-1358/1788

<b>Chile</b>	+56-2-376-9040	65580/62174
<b>China</b>	+86-10-6595-0066	Bangalore +91-80-2227- 3438
<b>Colombia</b>	+55-11-3065-5115	Chennai +91-44-2822-6150/56
<b>Congo</b>	Pointe Noire: +242-06-626-2616 Brazzaville: +242-06-650-9192	Hyderabad +91-44-666-88480 New Delhi +91-11-435-13131/3354422
<b>Cyprus</b>	+35-75-340-030	Mumbai +91-22-6137-8141
<b>Czech Republic</b>	+420-234-723-240	+62-818-785155
<b>Dem. Rep. of Congo</b>	+243-81-700-5908 +243-999-934-776 +243-999-925-121 +243-817-005-018	+44-(0)-20-8576-5555 +972-3-795-1344 +39-0243458381/82
<b>Denmark</b>	+45-3314-3031	+225-20-30-10-20
<b>Egypt</b>	+20-2-2579-5008	+813-3470-1901
<b>Ethiopia</b>	+251 (0) 11-5-537880/1	+254-20-224-7342/5520/5521
<b>Finland</b>	+45-3314-3031	+82-2775-4697
<b>France</b>	0825-800-969	+965-242667
<b>Gabon</b>	+00-241-724-194/726-081	+266-310662
<b>Germany</b>	+49-69-299-803-20	+265-1-620-617/627/629/991
<b>Ghana</b>	+233 (0) 30-278-3676/7/8	+603-2141-7456/7465
<b>Greece</b>	+30-210-9600-942/3	+230-202-6737
<b>Hong Kong</b>	+852-2877-3277	+214-656-27
<b>Hungary</b>	+36 (1) 999-1490	Cell: 00-258-84-488-9710
<b>India</b>	Ahmedabad +91(0)79-265-	+264-61-273340
	<b>Indonesia</b>	
	<b>Ireland</b>	
	<b>Israel</b>	
	<b>Italy</b>	
	<b>Ivory Coast</b>	
	<b>Japan</b>	
	<b>Kenya</b>	
	<b>Korea (South)</b>	
	<b>Kuwait</b>	
	<b>Lesotho</b>	
	<b>Malawi</b>	
	<b>Malaysia</b>	
	<b>Mauritius</b>	
	<b>Mozambique</b>	
	<b>Namibia</b>	

**Netherlands** 092-6462-540-082  
**New Zealand** +31 (0) 20-6-55-11-77  
**Nigeria** +64-9-977-2237  
+23412702681-5  
ext. 109/110/111/112  
234-177-43197  
**Norway** +45-3314-3031  
**Oman** +968-247-65029  
**Peru** +55-11-3065-5115  
**Philippines** +632-884-8129  
**Poland** +48-22-455-3824  
**Portugal** +351-21-781-74-70  
**Russia** +7-4959-375953  
**Saudi Arabia** +996-2-682-0710  
**Senegal** +221-33-869-4000  
**Singapore** +65-62277911  
**South Africa** +27-11-978-1111  
**Spain** +349-1296-0420  
**Sri Lanka** +94-4-1-430707/94  
**Swaziland** 09268-518-6155  
**Sweden** +45-3314-3031

**Switzerland** +49-69-29-98-03-20  
**Taiwan** +886-2-2503-9393  
**Tanzania** +255-22-2117044-7  
**Thailand** +662-635-1410  
**Turkey** +90-212-297-4851  
**Uganda** +256-41-4345772/3/5  
+256-41-4255-501  
+256-41-4258-223  
256-39-2767-801  
256-31-2263-355  
+38-44-490-65-01  
**Ukraine** Dubai +4-3970-766  
**UAE** OR 050-6578923  
Abu Dhabi +2-6780-038  
**United Kingdom** +0844-375-9680  
**United States** +1-800-722-9675  
**Vietnam** (84-4)-3562-7362  
OR (84-8)-730-61518  
**Zambia** +260-211-254-350  
**Zimbabwe** +263-4-702-702/704-704

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 **SWISS (LX)** [www.swiss.com](http://www.swiss.com)

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**Austria** +43-810-810-840

**Belgium** +32-078-15-53-19

<b>Canada</b>	+1-877-359-7947 (TTY users: 711)	<b>Poland</b>	+48-22-520-34-56
<b>China</b>	+86-4008-820-880	<b>Portugal</b>	+351-808-200-487
<b>Czech Republic</b>	+420-234-008-229	<b>Romania</b>	+40-21-312-02-38
<b>Denmark</b>	+45-70-105-064	<b>Russia</b>	+7-495-937-77-67
<b>Finland</b>	+358-9-693790-34		+7-495-937-77-60
<b>France</b>	+33-892-232-501		(First class, HON, SEN members)
<b>Germany</b>	+49 (0) 69-867-98-000	<b>Serbia</b>	+381-11-3030-140
<b>Greece</b>	+30-210-6175-320	<b>Singapore</b>	+65-6-823-20-10
<b>Hong Kong</b>	+852-300-213-30	<b>Slovakia</b>	+421-232-223-255
<b>Hungary</b>	+36-1-411-99-50	<b>Slovenia</b>	+381-113030-140
<b>India</b>	+91-2267137200 / (toll-free) 1-800-209-7240	<b>South Africa</b>	+27-860-04-05-06
		<b>Spain</b>	+34-901-116-712
<b>Ireland</b>	+353-1-890-200-515	<b>Sweden</b>	+46-8-587-704-45
<b>Israel</b>	1-700-700-257	<b>Switzerland</b>	+41-848-700-700
<b>Italy</b>	+39-848-868-120	<b>Thailand</b>	+66-2-654-6800
<b>Luxembourg</b>	+352-34-20-808-370	<b>Turkey</b>	+90-212-354-99-19
<b>Netherlands</b>	+31-900-20-20-232	<b>United Kingdom</b>	+44-845-601-0956
<b>Norway</b>	+47-810-00-012	<b>United States</b>	+1-877-359-7947

**TP** TAP Portugal (TP) [www.flytap.com/](http://www.flytap.com/)

<b>Angola</b>	+244-222-632000		1121311200 (local number)
<b>Austria</b>	+43-810810807 / 0-810810807 (local number)	<b>Canada</b>	1-800-221-7370
<b>Belgium</b>	+32-272-03077	<b>Cape Verde</b>	+2413129/1195-SID, 2615826-RAI, 2328050-VXE (all local numbers)
<b>Brazil</b>	+300-210-6060 /	<b>Denmark</b>	+45-7010-5068

<b>Finland</b>	+358-9-6937-9728	<b>Netherlands</b>	0900-263-5827
<b>France</b>	0-820-319-320 (only available within France)	<b>Norway</b>	(only available within Netherlands)
<b>Germany</b>	01806-000 341 (only available within Germany)	<b>Portugal</b>	+47-8-100-0015
<b>Greece</b>	210-325-1711 (only available within Greece)	<b>Sao Tomé</b>	+351-707-205-700
<b>Guinea-Bissau</b>	+245-5603131 / +245-3201359	<b>Senegal</b>	+239-2-222307
<b>Ireland</b>	+353-16569162	<b>Spain</b>	+221-33-8494737
<b>Italy</b>	+39-02-6968-2334	<b>Sweden</b>	+34-901-11-6718
<b>Luxembourg</b>	+352-24647133	<b>Switzerland</b>	+46-8-5877-0455 /
<b>Morocco</b>	00211-0011 / 8887041281	<b>United Kingdom</b>	0-858770455 (local number)
<b>Mozambique</b>	+258-21303927/8 / 258-21303879 / 258-821303928/846409426	<b>United States</b>	+41-44-800-9652
		<b>Venezuela</b>	+44-845-601-0932 / 0-8456010932 (local number)
			1-800-221-7370
			+58-212-9515508/0511

 **Thai Airways International (TG)** [www.thaiairways.com/](http://www.thaiairways.com/)

<b>Australia</b>	General 1300-651-960 (within Australia)	<b>Guangzhou</b>	8620-8365-2333 ext 12
<b>Austria</b>	+61-2-9844-0929	<b>Hong Kong</b>	+852-2179-7777
<b>Bangladesh</b>	+43-1-586-8309	<b>Kunming</b>	86-0871313-1163
<b>Belgium</b>	88 (02)-887-9131-46	<b>(PEK)</b>	+86-10-8515-0088
<b>Cambodia</b>	+32-2-502-4744	<b>Shanghai</b>	+86-21-3366-4111
<b>China</b>	+855-2321-4359	<b>Xiamen</b>	(86-592) 2261-686
	(BJS) +86-10-8515-1142		+45-33-75-01-20
	Chengdu 8666-7171/75	<b>Denmark</b>	+33-1-5568-8070
		<b>France</b>	

<b>Germany</b>	+49-69-9287-4444	<b>Oman</b>	+968-24-70-59-34
<b>India</b>	Delhi +91-11-4149-7777	<b>Pakistan</b>	+92-51-227-2140/4 ext. 23
	Hyderabad +91-40-2333-3030	<b>Philippines</b>	+63-2-580-8424
	(CCU) +91-33-2283-22-8865/68	<b>Russia</b>	+7-495-647-1082
	Mumbai 1800-102-1225	<b>Singapore</b>	+65-6210-5111/5000
	Chennai +91-44-420-63311	<b>South Africa</b>	+27-11-268-2580
	Bangalore +91-80-409 80396/97	<b>Spain</b>	(34-93)-318-3005
<b>Indonesia</b>	+62-36-1288-141	<b>Sri Lanka</b>	+94-11-2307100/8
<b>Italy</b>	(3902)-890-0351	<b>Sweden</b>	+46-8-5988-3600
<b>Japan</b>	0570-064-015	<b>Switzerland</b>	+41-44-215-6500
<b>Korea (South)</b>	(82-51)-600-8181	<b>Taiwan</b>	+886-2-8772-5111
<b>Kuwait</b>	+965-242-1444	<b>Thailand</b>	General +662-356-1111
<b>Laos</b>	+856-21-222-527/8/9	<b>Turkey</b>	+90-212-334-2950
<b>Malaysia</b>	+603-2034-6999	<b>UAE</b>	+971-4-268-1701
<b>Myanmar</b>	+95-1-255-499	<b>United Kingdom</b>	(44-20)-7491-7953
<b>Nepal</b>	+977-1-422-1247	<b>United States</b>	+1-800-426-5204 (toll-free)
<b>New Zealand</b>	+64-9-377-3886		+1-310-640-0097
<b>Norway</b>	+47-23-11-88-88	<b>Vietnam</b>	+84-4-3826-7921/2



**Turkish (TK)** [www.turkishairlines.com](http://www.turkishairlines.com)

<b>Australia</b>	1-800-750849	<b>France</b>	0-825-800-902
<b>Austria</b>	0810-222849	<b>Finland</b>	98-171-0849
<b>Belgium</b>	02-620-0849	<b>Germany</b>	+49-180-5849-266
<b>China</b>	10800-852-1945/152-1945	<b>Ireland</b>	01-525-1849
<b>Denmark</b>	+45-33-14-40-55	<b>Israel</b>	1-809-453174

**Italy** +39-051-3764222  
**Jordan** 0800-22347

**Netherlands** +31-20-405-9636  
**Nigeria** 01-277-1559  
**Norway** +47-800-40849  
**Russia** 8-800-7006161  
**South Africa** 0861-88-7547

**Sweden** 0851-999849  
**Switzerland** +41-848-444-849  
**Turkey** +90-212-444-0-849  
+90-850-333-0-849

**Ukraine** 800-501-207  
**United Kingdom** +44-844-800-66-66  
**United States** 1-800-874-8875



**United Airlines (UA)** [www.united.com/](http://www.united.com/)

**Argentina** 11-4316-0777  
0810-777-UNITED (toll-free)

**Aruba** 800-1507  
**Australia** 131-777 (toll-free)  
**Bahamas** 800-UNITED-1  
**Bahrain** 973-1713-1288  
**Bangladesh** 880-2-9565380  
880-2-9568388

**Barbado** 1-800-534-0089  
**Belgium** 02-2-0088-68  
**Belize** 0800-266-3822  
501-822-1062  
**Bermuda** 800-UNITED-1  
**Bonaire** 0101-001-800-UNITED-1

**Brazil** 0800-16-2323  
Sao Paulo: (11) 3145-4200  
0800-047-4646  
(hearing impaired within Brazil)

**Canada** 1-800-UNITED-1  
1-800-864-8331

**Cayman Islands** 800-UNITED-1  
**China** 400-883-4288  
Hong Kong 852-2810-4888

**Colombia** 01-800-944-0219  
**Costa Rica** 0800-44-0005  
**Curacao** 001-UNITED-1  
**Denmark** 7012-6233  
**Dominican Republic** Santo Domingo: (809) 262-1060



<b>Ecuador</b>	Other regions: 1-200-1062 (toll-free) 1-800-222-333 (toll-free) Quito (local) (593) 2-225-0905	<b>Jamaica</b>	800-United-1
<b>Egypt</b>	202-578-4478 202-578-4658	<b>Japan</b>	(81)-3-6732-5011
<b>El Salvador</b>	800-6153 503-2-207-2040	<b>Jordan</b>	Amman: 962-6-554-8964/968
<b>Finland</b>	0800-96-070 (toll-free)	<b>Kenya</b>	Nairobi: (254) 20-7606-009/010/011 (691) 370-3224
<b>France</b>	01-71-23-03-35	<b>Kosrae</b>	965-2295-8900
<b>Germany</b>	06950-985-051	<b>Kuwait</b>	02-200-8868
<b>Greece</b>	00-800-441-4-3592 (Mobile/Cell users) 2111-76-8888	<b>Luxembourg</b>	603-2142-4311
<b>Guam</b>	1-800-UNITED-1	<b>Malaysia</b>	603-2143-1433
<b>Guatemala</b>	1-801-81-26684 502-2385-9610	<b>Marshall Islands</b>	Kwajalein: (805) 355-1013 (692) 625-3209
<b>Honduras</b>	San Pedro Sula: 557-4141/2557-4142 Tegucigalpa: 2220-0999	<b>Majuro</b>	01-800-900-5000
<b>India</b>	New Delhi: 91-124-4315500 Chennai: 91-044-24330211/24351829 Kolkata: 91-033-22890440/1/2 Mumbai: 91-022-40908000 62-21-837-80-607/730	<b>Mexico</b>	(toll-free, all cities) 52-83-555-00 976-11-331390/1 977-1-4-220245
<b>Indonesia</b>	1-890-925-252	<b>Mongolia</b>	976-11-331390/1
<b>Ireland</b>	03-511-67-77	<b>Nepal</b>	977-1-4-220245
<b>Israel</b>	Milan: 02-69-63-32-56	<b>Netherlands</b>	02-0346-9381
<b>Italy</b>	Rome: 06-66-05-30-30	<b>Netherlands Antilles</b>	800-UNITED-1
		<b>New Zealand</b>	0800-747-400
		<b>Nicaragua</b>	(505) 22-76-81-29
		<b>Nigeria</b>	Lagos: +234 (0) 1-460-7464/5; +234 (0) 80-6564-3886/3921; (254) 20-7606-012
		<b>Norway</b>	810-03-630
		<b>Pakistan</b>	Islamabad 92-51-2206704/5 Karachi: 922-1-5680970 Lahore: 92-42-6312136/183

<b>Palau (Koror)</b>	(680) 488-2448/1029	<b>Spain</b>	900-96-1266
<b>Panama</b>	00-800-044-0001		(cell phone): 91-453-4364
	011-800-044-0001	<b>Sri Lanka</b>	9411-2661703/04
	(507) 265-0040		9411-2683230
<b>Paraguay</b>	595-2161-2319	<b>St. Thomas, St. Croix</b>	800-UNITED-1
	595-21-604-552	<b>Sweden</b>	08-585-36954
<b>Peru</b>	0800-700-30	<b>Switzerland</b>	English, Swiss German: 044-800-9212
	(511) 712-9230		Swiss French: 022-417-7280
<b>Philippines</b>	(632) 844-8272		+886-2-2325-8868
	63-2-818-8701	<b>Taiwan</b>	+66-2-353-3939
<b>Pohnpei</b>	(691) 320-2424/5	<b>Thailand</b>	800-461-2744
<b>Portugal</b>	21-415-9102	<b>Trinidad &amp; Tobago</b>	(691) 300-2424
<b>Puerto Rico</b>	800-UNITED-1	<b>Truk (Chuuk)</b>	0212-334-2920
<b>Russia</b>	7-495-9800882	<b>Turkey</b>	800-0-441-5492
<b>Saudi Arabia</b>	Dhahran/Dammam	<b>UAE</b>	Abu Dhabi: 971-80004415492
	(Eastern Province): 00966-3-8821518/2602		0845-607-6760
	Jeddah (Western Province): 00966-2-2636171 Ext. 197	<b>United Kingdom</b>	0845-607-0777 (United BusinessFirst)
	Riyadh (Central Province): 00966-1-4772228 Ext. 289/290	<b>United States</b>	1-800-United-1 +1-800-864-8331
<b>Saipan</b>	1-800-UNITED-1	<b>U.S. Virgin Islands</b>	800-UNITED-1
<b>Singapore</b>	+65-6-873-3533	<b>Venezuela</b>	0800-100-3198
<b>South Africa</b>	Johannesburg: (27) 11-463-1147/1170	<b>Vietnam</b>	Ho Chi Minh City: +84-8-3823-4755 Hanoi: 84-4-3934-7233
<b>South Korea</b>	82-2-751-0300	<b>Yap</b>	(691) 350-2702; (691) 350-2788

# RESERVATIONS SPECIAL SERVICE ITEMS

The following special service items have been harmonised by all Star Alliance member carriers.

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## **Wheelchairs**

Should be requested at time of reservation. Will be confirmed by the individual carrier (e.g. WCHR / WCHS / WCHC).

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## **Passenger Contact (PCTC)**

If permitted by law, to be used in reservation messages.

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## **Special Meals**

A minimum list of special meals will be offered by all Star Alliance member carriers. Exceptions may apply on certain routes and carriers.

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## **Seat Requests**

All carriers can create and respond to generic and specific seat requests (if applicable for the market booked).

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## **Checked Baggage Policy**

See the Airport Information section for details on free checked baggage allowances and carrier specific information about special checked baggage items.

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## **Flight Information (FLIFO)**

Access to real-time movement flight information can be provided via the individual carrier's in-house reservation system.

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## Passenger Name Records (PNRs)

Bilateral Passenger Name Records servicing exists between the Amadeus carriers, between UA, LX, SN and LH/OS (only applies to UA airport workers who use native Share to access PNR Servicing).

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## Availability Display

A common Star Alliance availability display containing only Star Alliance member carriers' flights is available in Amadeus, Galileo, Infiniti, Apollo, Sabre, Abacus, Travelsky and Worldspan.




## Example for flights from London Heathrow to Bangkok:





GDS System	Entry	
AMADEUS	AN*A DDMMM LHRBKK	
APOLLO	A DDMMM LHRBKK +/*A	(please enter: "end item" instead of +)
ABACUS	1 DDMMM LHRBKK +/*A	(please enter: "Cross of Lorraine" instead of +)
GALILEO	A DDMMM LHRBKK // *A	
INFINI	1 DDMMM LHRBKK +/*A	(please enter: "Yen sign" instead of +)
SABRE	1 DDMMM LHRBKK +/*A	(please enter: "Cross of Lorraine" instead of +)
WORLDSPAN	A DDMMM LHRBKK -/*A	







\*A: Indicator to obtain Star Alliance availability






# BOOKING CLASS ALIGNMENT

Star Alliance common classes are in **bold face: First F, A, O; Business C, D, I; Economy Y, B, M, H, Q, X, V, W.** Carrier specific exceptions are in regular face.




Star Alliance Members	FIRST	FIRST CODE	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE
 <b>Adria Airways (JP)</b>	No service		Business Class	J, <b>C, D, Z, I, R</b>	Economy Class	P, <b>Y, B, M, U, H, G, Q, X, E, T, N, V, W, S, L, K</b>
 <b>Aegean Airlines (A3)</b>	No service		Business Class	<b>C, D, Z, A, I, R</b>	Economy Class	<b>Y, B, M, H, Q, V, W, O, L, K, J, E, S, T, U, P, G, N, X, F</b>
 <b>Air Canada (AC)</b>	All except Caribbean	No service	Business Class	J, <b>C, D, Z</b>	Economy Class	P, <b>Y, B, M, U, H, Q, V, N, W, G, S, T, E, L, A, K, R</b>
Caribbean	No service		Business Class	J, <b>C, D, Z</b>	Economy Class	<b>Y, B, M, U, H, Q, V, W, K, G</b>
Premium Economy	No service		No service		Economy Class	P, O, E, N





Star Alliance Members	FIRST	FIRST CODE	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE
 <b>Air China (CA)</b>	First Class	<b>F, A, O</b>	Business Class	<b>C, D, Z, J, I, R</b>	Economy Class	<b>Y, B, M, H, K, L, Q, G, S, X, N, V, U, T, E</b>
	Premium Economy	No service	No service		Premium Economy	W
 <b>Air India (AI)</b>	First Class	<b>F, A, P, O</b>	Business Class	<b>C, D, J, Z, I, R</b>	Economy Class	<b>Y, B, M, H, K, Q, V, W, G, L, U, T, S, E, X, N</b>
	Premium Economy	No service	No service		Premium Economy	U, E, O, A
 <b>Air New Zealand (NZ)</b>	First Class		Business Class	<b>C, D, Z, J</b>	Economy Class	<b>Y, B, M, H, Q, V, W, T, L, S, G, K</b>
	Premium Economy	No service	No service		Premium Economy	U, E, O, A
 <b>ANA (NH)</b>	First Class	<b>F, A</b>	Business Class	J, <b>C, D, Z, P, R</b>	Economy Class	<b>Y, E, B, M, U, H, Q, V, W, S, L, K, N</b>
	Premium Economy	No service	No service		Premium Economy	Y, E




Star Alliance Members	FIRST	FIRST CODE	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE
 <b>Asiana Airlines (OZ)</b>	First Class	<b>F, A</b>	Business Class	<b>C, D, Z</b>	Economy Class	<b>Y, B, M, H, E, Q, K, S, V, L, W, T, G</b>
 <b>Austrian (OS)</b>	No service		Business Class	J, <b>C, D, Z, P, I, R</b>	Economy Class	<b>Y, B, M, U, H, X, G, Q, N, V, W, S, T, E, L, K</b>
 <b>Avianca (AV)</b>	No service		Business class	<b>C, J, D, I, R</b>	Economy Class	<b>Y, B, M, H, Q, V, A, E, K, L, O, P, Z, W, S, T, U, X, N</b>
 <b>Avianca in Brazil (O6)</b>	No service		No service		Economy Class	<b>Y, B, M, H, Q, V, A, E, K, L, O, P, Z, W, S, X</b>
 <b>Brussels Airlines (SN)</b>	No service		Business class	J, <b>C, D, Z, P, I</b>	Economy	<b>Y, B, M, U, H, Q, V, W, S, T, E, L, K, X</b>
 <b>Copa Airlines (CM)</b>	No service		Business Class	<b>C, D, Z, I</b>	Economy Class	<b>Y, B, M, H, Q, K, V, U, S, W, E, L, T, N, X</b>

Star Alliance Members	FIRST	FIRST CODE	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE
 <b>Croatia Airlines (OU)</b>	No service		Business Class	<b>C, D, Z, R, I</b>	Economy Class	<b>Y, B, M, H, X, Q, N, V, W, S, T, E, G</b>
 <b>EGYPTAIR (MS)</b>	First Class	<b>F, A, O, P</b>	Business Class	<b>C, D, J, Z, I, R</b>	Economy Class	<b>Y, B, M, H, Q, K, X, N, V, L, E, S, W, T, U</b>
 <b>Ethiopian Airlines (ET)</b>	No service		Business Class	<b>C, J, D, P, I, R</b>	Economy Class	<b>Y, G, S, B, M, K, L, V, H, U, Q, T, W, E, O, N</b>
 <b>EVA Airways (BR)</b>	No service		Business Class	<b>C, J, D, I, R</b>	Economy Class	<b>Y, B, M, H, Q, V, S, X, N, G</b>
Elite Class/Evergreen Deluxe	No service		No service		Economy Class	K, L, T
 <b>LOT Polish Airlines (LO)</b>	No service		Business Class	<b>C, D, Z, I</b>	Economy Class	<b>Y, B, M, E, H, K, Q, G, T, S, X, V, W, L, U, N</b>
Premium Economy	No service		No service		Economy Class	R, P, A



Star Alliance Members	FIRST	FIRST CODE	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE
 <b>Lufthansa (LH)</b>	First Class	<b>F, A, O</b>	Business Class	J, <b>C, D</b> , Z, <b>I, R</b> , P	Economy Class	<b>Y, B, M, U, H, X</b> <b>Q, V, W</b> , S, T, L, K G, E, N
	Premium Economy		No service		No service	
 <b>Scandinavian Airlines (SK)</b>	SAS Long-Haul	No service	Business Class	<b>C, D</b> , Z, <b>I, R</b>	Economy Class	E, <b>M, H, Q, V, W</b> U, K, L, T, O, G, <b>X, N</b>
	SAS Short-Haul	No service	No service		C, J	
	Plus (*Nordic & Europe Services)	No service	No service	No service	Economy Class	<b>C*, D*, Z*, I*, J*</b> , <b>Y, S, B, P, A*</b>
	Premium Economy	No service	No service	No service	Economy	<b>Y, S, B, P</b>
 <b>Shenzhen Airlines (ZH)</b>	International	First Class	Business Class	<b>C, D, I, R</b>	Economy Class	<b>Y, B, M, H, K</b> , L, <b>Q, G, S, X, N</b> , <b>V, U, W</b> , T, E
	Domestic	First Class	Business Class		Economy Class	

Star Alliance Members	FIRST	FIRST CODE	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE
 <b>Singapore Airlines (SQ)</b>	First Class	R, <b>F</b> , P, <b>A</b> , <b>O</b>	Business Class	Z, <b>C</b> , J, <b>D</b> , <b>I</b>	Economy Class	<b>Y, B, E, M, H, W, Q, N, V, U, G, L, K, X</b>
	Premium Economy	No service	No service		Premium Economy	S, T, P
 <b>South African Airways (SA)</b>	No service		Business Class	<b>C</b> , J, Z, <b>D</b> , E, <b>I</b> , R	Economy Class	<b>Y, B, M, K, H, S, Q, T, V, L, W, G, X, N</b>
 <b>SWISS (LX)</b>	Short-haul		Business class	J, <b>C, D</b> , Z, P, <b>I</b> , R	Economy	<b>Y, B, M, U, H, X, Q, N, V, W, S, T, E, L, K</b>
	Long-haul	First Class	<b>F, A, O</b>	Business class	J, <b>C, D</b> , Z, P, <b>I</b> , R	Economy
 <b>TAP Portugal (TP)</b>	No service		Business Class	<b>C, D</b> , Z, J, <b>I</b> , R	Economy Class	<b>Y, B, M, S, H, Q, P, V, W, A, K, L, U, X, E, T, O, G, N</b>

Star Alliance Members	FIRST	FIRST CODE	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE
 <b>Thai Airways International (TG)</b>	First Class	<b>F, A, P, O</b>	Business Class	<b>C, D, J, Z, I, R</b>	Economy Class	<b>Y, B, M, H, Q, G, T, K, S, X, V, W, N</b>
 <b>Turkish Airlines (TK)</b>	No service		Business Class	<b>C, D, K, J, I, R</b>	Economy Class	<b>Y, B, M, H, S, E, Q, T, L, V, P, W, X, N, G</b>
Premium Economy	No service		No service		Economy Class	U, O, A, Z
 <b>United Airlines (UA)</b>						
Domestic	First Class	<b>F, C, A, D, Z, P, I</b>	No service		Economy Class	<b>Y, B, M, E, U, H, Q, V, W, S, T, L, K, G, N, X</b>
International	First Class	<b>F, A, O</b>	Business Class	J, <b>C, D, Z, P, I</b>	Economy Class	<b>Y, B, M, E, U, H, Q, V, W, S, T, L, K, G, N, X</b>
<b>FFP Code for aligned carriers</b>		<b>O</b>		<b>I</b>		<b>X</b>

# TICKETING PROCEDURES

The following are harmonised ticketing policies and procedures.

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## **Initial Issue**

Each carrier's policies and procedures related to the issuance of tickets will be in accordance with the IATA Ticketing Handbook.

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## **Reissue**

Each carrier's policies and procedures related to the reissue of tickets will be in accordance with the IATA Ticketing Handbook.

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## **Reservation Changes/Revalidation**

Each carrier's policies and procedures related to the revalidation of tickets will be in accordance with the IATA Ticketing Handbook.

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## **Endorsement Waiver**

Each carrier will publish and honour the Star Alliance Endorsement Waiver Agreement (EWA) policy, as agreed on a multilateral basis between Star Alliance member carriers.

For electronic tickets, the endorsement, as described in the following conditions, is granted by giving airport control from the validating carrier to the Star Alliance member carrier performing the reissue/exchange.

Paper tickets: Any Star Alliance member carrier or one of its agents will be able to reissue or exchange a ticket or MCO without having to request a written or stamped endorsement, under the described conditions:

### **Conditions: Voluntary**

- When a customer requests a change of airline or re-routing (as described in IATA Resolution 736), the Star Alliance member carriers agree to grant airport control (thus waive the endorsement requirement between themselves) for non-restricted tickets or MCOs provided that:
  - A.** such tickets or MCOs do not bear carrier validation restrictions, which by their terms prohibit the transfer of the ticket or MCOs such as “Valid on XX only” and “Non-Endorsable”;
  - B.** such tickets or MCOs are not governed by fare rules that prohibit transfer of the ticket to the other party.
- No endorsement required for First Class, Business Class, full Economy Class and non-restricted excursion fare tickets.
- Does not apply to ID/AD tickets.

### **Conditions: Involuntary**

- When an airline undergoes a schedule change or encounters an irregularity in accordance with the general provisions of IATA Resolution 735D, the Star Alliance member carriers agree to grant airport control (and thereby waive the endorsement requirement) for the following:
  - A.** non-restricted tickets;
  - B.** restricted tickets;
  - C.** Frequent flyer redemption tickets. After schedule changes, rebookings are made with Star Alliance carriers according to redemption seat availability.
- No endorsement required for any fare types when an airline encounters an irregular operation (within 24 hours of departure).
- Does not apply to ID tickets.

# TICKETING PROCEDURES

## **Miscellaneous Charges Order (MCO)**

Each carrier's own MCO is handled according to the carrier's policies and procedures and in accordance with the IATA Ticketing Handbook.

## **MCOs for Star Alliance member carriers**

Each member issues MCOs for travel on other member carriers, using its own MCO stock. The MCO is issued for the purpose of service recovery, and is endorsed valid for redemption on any Star Alliance member for the following purposes:

- It can be used to pay for tickets, upgrades and excess baggage;
- It can be redeemed at all Star Alliance member carriers' sales offices or airport ticket offices but not at travel agencies;
- The MCO tendered to all member carriers must be limited to US\$750, or its equivalent in other currencies:
  - A.** if the value of the service purchased exceeds that of the MCO, payment of the outstanding sum can be made in any form accepted by the Star Alliance member carrier,
  - B.** if the value of the service purchased is less than the value of the MCO, a new MCO will be issued for the remaining amount. A new MCO will be issued under the same conditions as the original MCO.

MCOs are valid for one year from the date of issue. Extension of validity is at the discretion of the issuing member; Lost MCOs cannot be reissued.

UA does not issue MCOs but will accept them from other Star Alliance carriers.

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## **Multi-Purpose Document (MPD)**

Each carrier's policies and procedures related to the use of an MPD will be in accordance with the IATA Ticketing Handbook.

## Transmittal of Ticket Number(s) in the PNR

Each carrier agrees, by automated or procedural means, to transmit the ticket numbers to any Star Alliance member carriers participating in the ticketed itinerary.

**NOTE:** Carrier positions:

- Automated for AC, OS, SK, and TG as SSR TKT(-) element
- Automated for 06, AV, CM, ET, LO, MS, NH, SQ and UA as SSR TKN(-) element
- Automated for NZ as SSR TKNE element, the transmission of paper ticket numbers to a PNR via the TKNM SSR entry.
- Automated for TK and OZ as OSI TKNO and SSR TKNE element
- Automated for TP as SSR TKNx element (x = E or A), SSR TKNE if IET agreement exists and all segments are eligible for electronic ticket, SSR TKNA for automatic paper ticket issuance
- Automated for SN as SSR TKNE element
- Automated for JP, OU, SA, LH, LX as SSR TKNx element (x = A or M or E)
- Automated for CA, TG, ZH as SSR TKNE for ETKT numbers, while OSI TKNA, OSI TKNM, SSR TKNA or SSR TKNM for paper ticket numbers depending on specific requirements of the airlines in the ticketed itinerary.

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## Prepaid Ticket Advice (PTA)

If carriers still use PTAs (e.g. for non-e-ticket eligible sales) these carriers' policies and procedures related to the issuance and refunding of PTAs will be in accordance with the IATA Ticketing Handbook.

**NOTE:** AC, ET, LO, LX, SK and TP do not allow PTAs.

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## Lost Ticket Indemnity

If a paper ticket is lost, each carrier will issue a ticket against a Lost Ticket Indemnity if the original ticket was plated on its own ticket stock for travel on its own or another carrier's flight.

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## Flight Interruption Manifest (FIM)

A FIM is a document used in place of a ticket when a passenger is involuntarily re-routed and the appropriate flight coupon(s) is (are) no longer available. IATA resolutions have been adopted with the intent of reducing the number of FIMs issued in the event of an involuntary re-route. The FIM format has been standardised allowing for a ticket-sized FIM and two coupons. For details about how to process FIMs, please consult your own carrier's procedural training manuals, or contact your training representative.

# INTERLINE E-TICKET FAQ - RESERVATIONS

## GENERAL INFORMATION

### **Q: What are the benefits of interline e-tickets to the reservation/ticketing agents?**

**A:** E-ticketing allows greater flexibility when serving Star Alliance customers. The e-ticket is available online. Interline E-ticketing has been implemented between all Star Alliance member carriers.

## ISSUING

### **Q: Is there a service fee for issuing an interline e-ticket?**

**A:** Some carriers may apply a service fee for e-ticket issuance. Please contact the individual airline for more information.

### **Q: When do I still have to issue paper tickets?**

**A:** Your system will indicate if the issuance of an e-ticket is technically not possible. In this case a paper ticket needs to be issued.

### **Q: Can I issue an interline e-ticket for groups?**

**A:** Yes, most carriers have the ability to issue e-tickets for groups. Some carriers may have restrictions.

### **Q: Can I issue an interline e-ticket for a PNR with infant?**

**A:** Yes, most carriers have the ability to issue e-tickets for infants. Some carriers may have restrictions.



**Q: Can I issue an interline e-ticket for ID-tickets?**

**A:** Some carriers have the ability to issue ID interline e-tickets.

**Q: Can I issue an interline e-ticket for a fully-open itinerary?**

**A:** Some carriers have the ability to issue interline e-tickets with open segments, including fully open e-tickets.

**Q: Can I print an interline e-ticket to paper?**

**A:** In IRROP situations, most carriers have the ability to print an e-ticket to paper using either the Direct Print or Print Exchange functionality, depending on the system's capability.

## CHANGES

**Q: How do I make changes to an existing e-ticket?**

**A:** All necessary information about the e-ticket is stored in the system and changes are made according to fare conditions, ticket validity and in accordance with the IATA Ticketing Handbook.

**Q: How do I exchange another carrier's e-ticket?**

**A:** The validating carrier will grant airport control according to endorsement agreements so that the necessary ticket information is available in your carrier's system. Exchanges are made according to fare conditions, ticket validity and in accordance with the IATA Ticketing Handbook.

# INTERLINE E-TICKET FAQ - RESERVATIONS

**Q: What do I have to do if the fare, the origin/destination or the operating carrier changes?**

**A:** The e-ticket must be reissued/exchanged.

## REFUNDS/VOIDS

**Q: How do I refund another carrier's ticket?**

**A:** Refunds of other carrier-issued e-tickets are not permitted.

**Q: Can I void an interline e-ticket?**

**A:** In accordance with individual airline policy, an interline e-ticket may be voided only by the validating carrier.

# GDS ACCESS CODES FOR FARE & DISCOUNT PRODUCTS

For Star Alliance **Round the World** fares use Fare Quote Display:

**FQD FRAFRA/VRW, FD ORDORD or FD ORDORD-RTW/A** (carrier code), **FSD SINSIN, FQ LAX-LAX, 4FMIAMIArw**-(carrier code), etc.

For Star Alliance **Circle Pacific fare**, use Fare Quote Display:

**FQD AKLAKL/VCT, FDHKGHKG, or FD HKGHKG-CTF** (carrier code), **FD LAXLAX-**, **4FSFOSFOct**-(carrier code), etc.

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To access rules and fares of below Star Alliance Fare & Discount Products, use Fare Quote Display in your GDS of fictitious O&D **“QMXQMY”**

AMADEUS: **FQD QMXQMY/R,U/A(carrier code)**

GALILEO: **FD QMXQMY/(carrier code) or**

**FD JQMXQMY/(carrier code)**

SABRE: **FQ QMXQMY-(carrier code)**

SITA:

**FSD QMXQMY/(carrier code)/  
(currency code)**

WORLDSPAN: **4FQMXQMYSR-(CARRIER CODE)**

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## Product Codes in the fictitious O&D “QMXQMY” display:

Conventions Plus

Africa Airpass

Asia Airpass

= **CONVPLUS**

= **STARAPAF**

= **STARAPAS**

China Airpass

Europe Airpass

North America Airpass

= **STARAPCN**

= **STARAPEU**

= **STARAPNA**

# AIRPORTS



# PRIORITY BAGGAGE HANDLING

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## **Priority Baggage Handling Policy**

Identification of priority bags is achieved by two separate and alternative methods which are used for premium customers. The Star Alliance priority tag features the Star Alliance logo and the word "PRIORITY" and it should be attached to the bag tag to make it highly visible and recognisable by all baggage handling staff. The second method is where the word "PRIORITY" is printed on the bag tag from a kiosk when customers self-tag their bags. Both of these methods are used to ensure that the bags will be placed on the arrival belts/carousels before all other baggage.

This harmonised policy will ensure that our most valued customers receive consistent baggage handling service and this policy sets the minimum standard to be applied by all airlines. Recognition of priority status at check-in and the priority handling of checked baggage is offered to the following customers:

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## **First Class**

On all flights

**NOTE:** Some carriers do not provide First Class service.

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## **Business Class**

On intercontinental flights including connecting flights (for this purpose intercontinental is defined as travel between Europe, Asia, North America, South America, Australia, New Zealand and Africa).

**NOTE:** Some airlines offer Priority Baggage Handling to all business class customers.

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## **Star Alliance Gold Members**

On all flights, regardless of fare paid or class of service flown.

# FREE CHECKED BAGGAGE ALLOWANCES

**NOTE:** Free baggage allowances may change. Please check your carrier's CRS for up-to-date information.

Piece Concept	Number of Pieces	Maximum dimensions of each piece	Maximum weight of each piece
<b>1. First and Business Class</b>			
A3, AC, AI, AV, BR, CA, ET, JP, MS, OU, OZ, SA, SK, SN, SQ, TG, TK, TP, ZH	2	158 cm (62 inches)	32 kg (70 pounds)
CM, LH, LO, LX, NH, OS	F class 3, C class 2	158 cm (62 inches)	32 kg (70 pounds)
NZ	3	158 cm (62 inches)	23 kg (50 pounds)
UA	International Routes: F class-3, C class-2 Domestic routes: F/C class-2	158 cm (62 inches)	32 kg (70 pounds)

**NOTE:** Some carriers do not offer First Class. **AC, LX, NZ, SN:** No bags over 32 kg (70 lbs) accepted as checked baggage. **AC:** For travel to/from Japan, 2 free checked bags at 23 kg (50 lbs), 158 cm (62 in) and Brazil 2 free pieces at 32 kg (70 lbs). **AI:** Weight and dimensions may vary depending on destination. Please check with AI to confirm. **AV:** For international flights, 2 X 32 kg (70 lbs). For domestic flights, 2 pieces of a combined weight of 32 kg (70 lbs). **CM, LH, LX, OS, SN:** First Class, 3 bags up to 32 kg each, Business Class 2 bags up to 32 kg each. **LO:** Allows 3 pieces on long-haul flights (158 cm/62 inches/32 kg) in Business Class and 2 pieces in Premium Club Class (158 cm/62 inches/23 kg). **MS:** For travel within Egypt, 1 piece with max. 32 kg, 158 cm. **SK:** Economy Extra Class counts as Business Class. Econ. Extra allowed 2 x 23 kg, 158 cm. **TG:** The checked baggage policy by piece concept only applies to international sectors to/from USA/Canada. **TP:** Executive travel originating in OXB 2 pcs 20 kg or 1 pc 30 kg. All others 2 pcs 32 kg. **ZH:** Piece concept is only applicable to the transportation to/from Canada/USA/US Territories.

Piece Concept	Number of Pieces	Maximum dimensions of each piece	Maximum weight of each piece
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### 1.1 Star Alliance Gold (First and Business)

All carriers	one additional piece		
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## 2. Economy

A3, AC, AI, JP, LH, LX, NH, NZ, OS, OU, SK, SN, UA, ZH	1	158 cm (62 inches)	23 kg (50 pounds)
AV, BR, CA, CM, ET, LO, MS, OZ, SA, SQ, TG, TK, TP	2	158 cm (62 inches)	23 kg (50 pounds)

**NOTE: AI:** Weight and dimensions may vary depending on destination. Please check with AI to confirm. **AV:** For international flights, 2 X 23 kg (50 lbs). For flights between Brazil-EU and Brazil-Canada, 2 X 32 kg (70 lbs). **CA:** Max. dimension of both pieces may not exceed 273 cm. 2 pieces of a combined weight of 23 kg (50 lbs). **CM:** For travel from/to Venezuela (except for Canada, Mexico and USA), two pieces for a max. of 20 kg each. For travel to/from Canada, USA, and Mexico (except Brazil) and between Mexico and Brazil, two pieces for a max. of 23 kg each. For travel between USA/Canada and Brazil, two pieces for a max. of 32 kg each. **ET:** For travel within Latin America, two pieces for a max. combined weight of 32 kg (70 lbs). **LH:** For travel origin Brazil 2 x 32 kg (70 lbs). **LO:** For Economy Plus 2 X 23 kg. For Economy 1 X 23 kg. **LX:** For travel origin Brazil 2 x 32 kg (70 lbs). Travel to/from East-West-and Central Africa 2 X 23 kg (50 lbs). Travel between South Africa and US/CA/MX 2 X 23 kg (50 lbs). **MS:** For travel within Egypt only one piece with max. 23 kg, 158 cm. **NZ:** Premium Economy is allowed an additional piece. No bags over 32 kg (70 lbs) accepted as checked baggage. **OS:** Specific regional exceptions with higher bag allowance might be applicable. Check with carrier with more information. **SA:** For travel between South Africa, Hong Kong and Brazil, the baggage allowance is 32 kg per bag and will not accept any bag heavier than 32 kg. **SK:** Allowance to/from U.S. 1 pc with 23 kg. Business allowed 1 extra piece 32 kg and 158 cm. Economy Extra, one extra piece at 23 kg, 158 cm. Charge applies to 2nd bag to and from certain destinations. Check with carrier for more information. **SN:** For travel To/From West-East-Central Africa 2 X 23 kg maximum dimensions 158 cm **SQ:** The sum of length, width, height of the two pieces should not exceed 273 cm/107 in. **TG:** The checked baggage policy by piece concept only applies to international sectors to/from USA/Canada. **TK:** For travel from Turkey to Brazil, 2 x 23 kg. For travel from Brazil to Turkey, 2 X 32 kg. **TP:** For travel between Europe and North America, 1 x 23 kg. For domestic flights and travel within Europe, 1 X 23 kg. For travel between Europe and Brazil, 2 X 32 kg. No other exceptions to the general 2 X 23 kg apply. **UA:** For travel to/from Brazil Y class max. bag weight is 32 kg (70 lbs). Charge applies to 1st and 2nd checked bag to/from certain destinations, exceptions apply. Check with carrier for more information. **ZH:** Piece concept is only applicable to the transportation to/from Canada/USA/US territories.

Piece Concept	Number of Pieces	Maximum dimensions of each piece	Maximum weight of each piece
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### 2.1. Star Alliance Gold (Economy)

AI, BR, CA, ET, JP, LH, LO, LX, MS, NH, NZ, OS, OU, OZ, SA, SK, SN, SQ, TG, TK, ZH	one additional piece	158 cm (62 inches)	23 kg (50 pounds)
AV, TP	one additional piece	158 cm (62 inches)	20 kg (44 pounds)
AC	3	158 cm (62 inches)	32 kg (70 pounds)
UA	2	158 cm (62 inches)	23 kg (50 pounds)
CM	3	158 cm (62 inches)	32 kg (70 pounds)

**NOTE:** **AC:** For Brazil, free baggage weight allowance is 32 kg (70 lbs). No bags over 32 kg (70 lbs) accepted as checked baggage. **AI:** Weight and dimensions may vary depending on destination. Please check with AI to confirm. **CA:** For transportation between IATA Area 2 and Area 3, or within Area 3 (except CHN-JPN routes), only one piece allowed. **LO:** 1 X 23 kg + Golf + Ski (exc. USA and Canada) **OU:** Baggage weight is according to booking class. C class is 32 kg, Y class is 23 kg. **NZ:** Premium Economy is allowed an additional piece. No bags over 32 kg (70 lbs) accepted as checked baggage. **SK:** For Star Gold travelling in economy: 3 pieces with 23 kg but to/from U.S.: 2 pieces with 23 kg. **SQ:** To and From U.S 2 pieces are allowed, with maximum dimensions of each piece 158 cm (62 inches), maximum weight of each piece 23 kg (50 lbs). To and From Brazil 2 pieces are allowed, with maximum dimensions of each piece 158 cm (62 inches), maximum weight of each piece 32 kg (70 lbs). **ZH:** Piece concept is only applicable to the transportation to/from Canada/USA/US territories.

### 3. Infants not occupying a seat

AI, AV	1 + 1 fold up, collapsible stroller	158 cm (62 inches)	10 kg (22 pounds)
A3	1 + 1 fold up, collapsible stroller	158 cm (62 inches)	32 kg (70 pounds)
NH	1 + 1 fold up, collapsible stroller	158 cm (62 inches)	as per adult allowance in booked class



NZ	2 infant related items (car seat collapsible stroller or cot)	158 cm (62 inches)	23 kg (50 pounds)
BR, LH, LX, OS, OZ, SN, ZH	1 + 1 fold up, collapsible stroller	158 cm (62 inches)	23 kg (50 pounds)
CA, CM, JP, LO, OU, SK, SQ, TG, TK, UA	1 + 1 fold up, collapsible stroller	115 cm (45 inches)	23 kg (50 pounds)
AC	1 + collapsible stroller at the gate	158 cm (62 inches)	23 kg (50 pounds)
ET, MS, SA, TP	1 + 1 fold up, collapsible stroller	115 cm (45 inches)	10 kg (22 pounds)

**NOTE:** **BR:** A fully collapsible stroller, carrying basket and car seat for infants/children may be accepted free of charge. **CM:** If travelling with a stroller and a car seat, only one of these items will be permitted free of charge in addition to regular (no charge) baggage. They will also be subject to all excess baggage fees depending on size and weight. **JP:** No bags over 32 kg (70 lbs) accepted as checked baggage. **LO:** Max. dimension of both pieces not to exceed 273 cm (107 in). **MS:** For travel to/from USA and Canada 23 kg. **NZ:** Two infant related items travel free. **SQ:** To and From Brazil free baggage allowance is 32 kg (70 lbs). **TG:** The checked baggage policy by piece concept applies to international sectors to/from USA/Canada. Royal Orchid Platinum members (On TG sectors only) extra 1 piece. **UA:** If fare paid. **ZH:** Piece concept is only applicable to the transportation to/from Canada/USA/US territories.

<b>Weight Concept</b>	<b>Maximum combined weight of all pieces</b>	<b>Class of service</b>
All carriers	40 kg (88 lbs)	First Class
All carriers	30 kg (66 lbs)	Business Class
All carriers	20 kg (44 lbs)	Economy Class

For TG	50 kg (110 lbs) 40 kg (88 lbs) 30 kg (66 lbs) 30 kg (66 lbs) 30 kg (66 lbs)	Royal First Class Royal Silk Premium Economy Economy Royal Orchid Platinum Member & ROP Silver Members (On TG sectors only) Extra 10 kg (22 lbs)
For 06	23 kg (Adult, Child) 10 kg (Infant) 32 kg (1 or 2 pieces) 10 kg (1 piece)	Domestic Economy  International (Adult, Child) International (Infant)

### Star Alliance Gold

All carriers Extra 20 kg (44 lbs)

### Infants not occupying a seat

All carriers 10 kg (22 lbs) +1 fold up, collapsible stroller

NZ 1 car seat + 1 fold up, collapsible stroller

**NOTE: AI:** While on international routes (and if domestic journey is part of international itinerary) allowances are as indicated in the table. For travel on purely domestic tickets: First Class 40 kgs. Executive Class 35 kgs. Economy Class (Y,B,M & H) 20 kgs. Economy Class (K,Q,V,W,G,L,U,S,T,X, N, E) 15 kgs. Infants not entitled to a seat (all economy classes) Nil. **NZ, SA:** No bags over 32 kg (70 lbs) accepted as checked baggage. **LH, LX, NH, NZ, OS, SK, SN, TP:** Do not offer the weight concept. Some carriers do not offer First Class. **SK:** Economy Extra Class counts as Business Class. **JP:** No bags over 45 kg. Max. dimensions 178 cm accepted on checked baggage. **NZ:** Car seat and stroller travel free. **SQ:** First class maximum weight 50 kg (110 lbs), Business class 40 kg (88 lbs) and Economy class 30 kg (66 lbs). **TG:** Above table only applies for international sectors within TC3, between TC2 and TC3. For domestic sectors: Royal Silk Class 40 kg (88 pounds), Economy Class 30 kg (66 pounds), Royal Orchid Platinum members (on TG sectors only) extra 30 kg (66 pounds), ROP & Star Alliance Gold members extra 20 kg (44 pounds), ROP Silver members (on TG sectors only) extra 10 kg (22 pounds), infant not occupying a seat 10 kg (22 pounds). **TK:** Max. weight per piece is 32 kg (70 lbs) and max. dimensions for each piece is 115 cm. If the full First Class itinerary is on TK, baggage allowance is 60 kg. If the First Class flight completely operated by TK, baggage allowance is 60 kg. If the First Class flight with TK and connecting with a Star Alliance member airline, baggage allowance is 40 kg.

# SPECIAL CHECKED BAGGAGE

The following is a general guideline, for information purposes only. For up-to-date information please consult your internal Star Alliance information pages or contact the carrier directly. "NA" means: Not Available.

## *ADRIA* Adria Airways (JP)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	N/A	Yes	Yes	WEAP	Max 5 kgs ammunition, separate packaging from arms.
Archery Equipment	Yes	N/A	Yes	Yes	SPEQ	
Bike	No	N/A	Yes	Yes	BIKE	Limitations may apply on CRJ aircraft.
Bike - Tandem	No	N/A	Yes	Yes	BIKE + BULK or SPEQ	Limitations may apply on CRJ aircraft.
Bulk baggage	No	N/A	Yes	Yes	BULK / FRAG / XBAG	Several SSR codes can be used.
Cabin baggage in seat	No	N/A	No	Yes	CBBG	Max. 75 kg.
Firearms	Yes	N/A	Yes	Yes	WEAP	With max. 5 kgs ammunition, separate packaging from arms.
Fishing equipment	Yes	N/A	Yes	Yes	SPEQ	
Golf equipment	Yes <sup>1</sup>	N/A	Yes	Yes	SPEQ	
Hang gliders	No	N/A	Yes	Yes	SPEQ	
Kayaks	No	N/A	Yes	Yes	SPEQ	Volume limitations may apply on CRJ aircraft.
Kite	No	N/A	Yes	Yes	SPEQ	
Pets as Checked Baggage (AVIH)	No	N/A	Yes	Yes	AVIH	
Pets in Cabin	No	N/A	Yes	Yes	PETC	Cats & dogs only, limited number, 2 PETC on CRJ aircraft.

## JP continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Scuba Equipment	No	N/A	Yes	Yes	SPEQ	Oxygen bottles must be empty.
Service Animals	Yes	N/A	Yes	Yes	DEAF / BLND + PETC	
Skis/Snowboard	Yes <b>2</b>	N/A	Yes	Yes	SPEQ	
Small Surfboard less than 2 m/Wakeboard	Yes <b>2</b>	N/A	Yes	Yes	SPEQ	
Surfboard/Windsurfer	No	N/A	Yes	Yes	SPEQ	Volumetric limitations may apply on CRJ aircraft. Max. 32 kg.
Wet Cell Batteries	N/A	N/A	N/A	N/A	N/A	Spillable batteries (WCBW) not accepted on JP flights.
Wheelchair non-powered	Yes	N/A	Yes	Yes	WCHx + WCMP	Volumetric limitations may apply on CRJ aircraft.
Wheelchair with Dry Cell Batteries	Yes	N/A	Yes	Yes	WCHx + WCBD	Volumetric limitations may apply on CRJ aircraft.

**NOTE: 1** One Golf bag in addition to free baggage allowance (FBA) is granted free of charge to: Senators, HON Circle members and Star Gold card holders.

**2** One set of Ski equipment/snowboard is granted free of charge in addition to FBA.


**Aegean Airlines (A3)**

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Alpinist	Yes <b>2</b>	Yes <b>2</b>	Yes	Yes	SPEQ	Yes
Ammunition	Yes <b>1</b>	No <b>1</b>	Yes	Yes	WEAP	Yes
Archery Equipment	Yes <b>2</b>	Yes <b>2</b>	Yes	Yes	SPEQ	Yes
Bike	No	No	Yes	Yes	BIKE	No
Bike - Tandem	No	No	Yes	Yes	BULK	No
Body Board	No	No	Yes	Yes	SPEQ	Yes
Bowling Equipment	Yes <b>2</b>	Yes <b>2</b>	Yes	Yes	SPEQ	Yes
Bulk baggage	No	No	Yes	Yes	BULK	No
Cabin baggage in seat	No	No	Yes	Yes	CBBG	No, but must be restrained in seat
Canoe	No	No	Yes	Yes	BULK	No
Firearms	Yes	No	Yes	Yes	WEAP	Yes
Fishing equipment	No	No	Yes	Yes	SPEQ	Yes
Golf equipment	Yes	Yes	Yes	Yes	GOLF	No
Hang gliders	No	No	Yes	Yes	BULK	Yes
Javelin	Yes <b>2</b>	Yes <b>2</b>	Yes	Yes	SPEQ	Yes
Kayaks	No	No	Yes	Yes	BULK	No
Kite	No	No	Yes	Yes	BULK	No, but recommended
Longboard exceeding 2m	Yes	Yes	Yes	Yes	BULK	Yes
Parachute	Yes	Yes	Yes	Yes	SPEQ	Yes
Pets in Cabin	No	No	Yes	Yes	PETC	Yes, in appropriate kennel

## A3 continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Yes, in appropriate kennel
Scuba Equipment	Yes	Yes	Yes	Yes	SPEQ	No, but recommended
Skateboard	Yes <b>2</b>	Yes <b>2</b>	Yes	Yes	SPEQ	Yes
Service Animals	Yes	Yes	Yes	Yes	PETC	No
Skis/Snowboard	Yes	Yes	Yes	Yes	SPEQ	Yes
Small Surfboard less than 2 m/Wakeboard	No	No	Yes	Yes	SPEQ	No, but recommended.
Surfboard/Windsurfer	No	No	Yes	Yes	SPEQ/BULK	No, but recommended.
Tennis/Squash/Badminton	Yes <b>2</b>	Yes <b>2</b>	Yes	Yes	SPEQ	Yes
Vaulting Poles	No	No	Yes	Yes	SPEQ/BULK	No
Waveboard	No	No	Yes	Yes	SPEQ	Yes
Wet Cell Batteries	Not permitted	Not permitted	No	No	NIL	No
Wheelchair non-powered	Yes	Yes	Yes	Yes	WCMP	No
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	Yes	WCBD	No

**NOTE: 1** Yes for police officers, bodyguards and civilians holding gun license for personal protection.

**2** Small category: if exceeds free baggage allowance, then chargeable.



## Air Canada (AC)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	Yes	No		Max of 5kg. Must be packaged separately from firearm. Declaration form required.
Archery Equipment	Yes	Yes	Yes	No		Recommended, but not mandatory. <b>1</b>
Bike	Yes - Handling fee applies	No	Yes	Yes	BIKE	Recommended, but not mandatory. <b>1</b>
Bike - Tandem	Yes - Handling fee applies	No	Yes	Yes	BIKE	Recommended, but not mandatory. <b>1</b>
Bulk baggage	N/A	N/A	N/A	N/A	N/A	Recommended, but not mandatory.
Cabin baggage in seat	Yes	No	Yes	Yes	CBBG	Cabin Baggage restraint net. Not valid on codeshare, Star and OAL flights. Customer must contact operating carrier to arrange seat loaded baggage.
Firearms	Yes - Handling fee applies	Yes	Yes	No		Firearm must be unloaded. Packaged in a locked non-see through case. Declaration form required. Ammunition must be packaged separately.
Fishing equipment	Yes	Yes	Yes	No		Recommended, but not mandatory. <b>1</b>
Golf equipment	Yes	Yes	Yes	No		Recommended, but not mandatory. <b>1</b>
Hang gliders	Not accepted	N/A	N/A	N/A		N/A
Kayaks	Not accepted	N/A	N/A	N/A		N/A
Kite	Not accepted if Kiteboard	N/A	N/A	N/A		Kiteboards are accepted except during excess baggage embargo periods.
Pets as Checked Baggage (AVIH)	Domestic, TB and INT itineraries only	No	STAR Only	Yes	AVIH	Approved kennel.
Pets in Cabin	Yes	N/A	N/A	N/A	PETC	Approved pet carrier
Scuba Equipment	Yes	Yes	Yes	No		Tank must be empty.

## AC continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Service Animals	Yes - Birds not accepted in cabin as service animals.	No	Yes	Yes	PETC	N/A
Skis/Snowboard	Yes	Yes	Yes	No		Recommended, but not mandatory. <b>1</b>
Small Surfboard less than 2m/Wakeboard	Yes	No	Yes	No		Recommended, but not mandatory. <b>1</b>
Surfboard/Windsurfer	Windsurfer not accepted	N/A	N/A	N/A		N/A
Wheelchair non-powered	In addition to free baggage allowance	N/A	Yes	Yes	WCMP	No
Wheelchair with Dry Cell Batteries	In addition to free baggage allowance	N/A	No	Yes	WCBBD	Battery must be disconnected. If the wheelchair cannot be stowed in an upright position, battery must be removed and prevented from short circuit.
Wheelchair with Wet Cell Batteries	In addition to free baggage allowance	N/A	No	Yes	WCBW	Battery must be disconnected. If the wheelchair cannot be stowed in an upright position, battery must be removed and prevented from short circuit.

**NOTE: 1** Items must be suitably packed in rigid and/or hard shell container designed for shipping. If otherwise packaged, items may be refused for carriage. Air Canada will not be liable for damage resulting from defect/quality of baggage.

Please note that for all sporting equipment on SK/KF, one piece can be included in addition to the free allowance for all psgrs travelling in Business Class and in Economy Extra. Those in Economy Class to pay for EXC.



ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	No	No	No			Max of 5 kg. Must be packaged separately from firearm. Declaration form required. Handling fee will apply.
Archery Equipment	No	No	No			Packaging required.
Bike	Yes	Yes	Yes	No		Packaging required. Only 1 piece for 1 pax.
Bike - Tandem	No	No	No			Ship via cargo.
Bulk baggage	No	No	No			Packaging required.
Cabin baggage in seat	No	No	No	Yes	CBBG	Packaging required. Max. weight 75 kg, max. dimensions: 100x60x40 cm.
Edge Tool and Blunt other than Controlled knives	Yes	Yes	No	No		Packaging required.
Firearms	No	No	No	No		Firearm must be unloaded. Packaging required. Declaration form required. Ammunition must be packaged separately. Handling fee will apply.
Fishing equipment	Yes	Yes	Yes	No		Packaging required.
Golf equipment	Yes	Yes	Yes	No		Packaging required. Handling fee will apply.
Hang gliders	No	No	No	Yes	Needs to include dimensions and total weight	Packaging required. Handling fee will apply.
Kayaks	No	No	Yes	Yes	SPEQ	Packaging required. Handling fee will apply.
Pets in Cabin	No	No	No			
Pole	No	No	No	Yes	SPEQ	
Precision Instrument and Electrical Equipment	No	No	No	No		Packaging required. Handling fee will apply.

## CA continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Scuba Equipment	No	No	No			Not allowed.
Service Animals	Yes	Yes	Yes			
Skis/Snowboard	Yes	Yes	Yes	No		Handling fee will apply.
Small Surfboard less than 2m/Wakeboard	Yes	Yes	No	Yes		Handling fee will apply.
Surfboard/Windsurfer	No	No	Yes	Yes	SPEQ	Handling fee will apply.
Vaulting Poles	Yes	Yes	Yes	No		Packaging required.
Wheelchair non-powered	Yes	Yes	Yes			No
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	No		
Wheelchair with Wet Cell Batteries	No	No	No	No		Packaging required.

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	No	No		Handling charges are levied - For Domestic - INR5000/- plus taxes. For International - Equivalent of USD 100/- plus local taxes
Archery Equipment	Yes	Yes	Yes	No		No
Bike	Yes	Yes	Yes	No		No
Bike - Tandem	Yes	Yes	Yes	No		No
Bulk baggage	N/A	N/A				N/A
Cabin baggage in seat	N/A	N/A				N/A
Firearms	Yes	Yes	No	No		Handling charges are levied - For Domestic - INR5000/- plus taxes. For International - Equivalent of USD 100/- plus local taxes
Fishing equipment	Yes	Yes	Yes	No		No
Golf equipment	No	No	Yes	No		
Hang gliders	N/A	N/A				N/A
Kayaks	N/A	N/A				N/A
Kite	N/A	N/A				N/A
Pets as Checked Baggage (AVIH)	No	No	No	Yes	AVIH	Proper caging.
Pets in Cabin	No	No	No	Yes	PETC	Muzzled
Scuba Equipment	N/A	N/A				N/A
Service Animals	N/A	N/A				N/A
Skis/Snowboard	No	No	Yes	No		
Small Surfboard less than 2m/Wakeboard	N/A	N/A				N/A
Surfboard/Windsurfer	N/A	N/A				N/A

## AI continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Wheelchair non-powered	N/A	N/A				N/A
Wheelchair with Dry Cell Batteries	N/A	N/A				N/A
Wheelchair with Wet Cell Batteries	N/A	N/A				N/A

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes		Yes	Yes	SSRWEAP NZNN1	Securely packaged in quantities not exceeding 5 kg (11 lbs) gross per pax.
Archery Equipment	Yes		Yes	No	Nil	Nil
Bike	Yes		Yes	Yes	SSRBIKENZNN1	Yes. Handle bars fixed sideways. Pedals removed or padded. Chain wrapped. Bike wrapped in corrugated cardboard or in purpose built bike container.
Bike - Tandem	Yes		Yes	Yes	SSRBIKENZNN1	Yes. Handle bars fixed sideways. Pedals removed or padded. Chain wrapped. Bike wrapped in corrugated cardboard or in purpose built bike container.
Bulk baggage	No		No	No	Nil	Nil
Cabin baggage in seat	Yes		No	Yes	SSRCBBGNZNN1	Nil
Firearms	No		No	Yes	SSRWEAP NZNN1	In passenger baggage or suitable container.
Fishing equipment	Yes (under 2 metres)		Yes	No	Nil	Nil
Golf equipment	Yes		Yes	No	Nil	Nil
Hang gliders	Yes (under 2 metres) <b>1, 4</b>		Yes	No	Nil	Maximum length 2.5m. If booked on a 2000, 5000 or 8000 flight number max. length is 1.8m.
Kayaks	Yes (under 2 metres) <b>1, 4</b>		Yes	No	Nil	Maximum length 2.5m. If booked on a 2000, 5000 or 8000 flight number max. length is 1.8m.
Kite	Yes (under 2 metres) <b>1, 4</b>		Yes	No	Nil	Maximum length 2.5m. If booked on a 2000, 5000 or 8000 flight number max. length 1.8m.
Pets as Checked Baggage (AVIH)	N/A (only permitted domestically with N.Z.)		No	Yes	SSRAVIHNZNN1	Clean./leakproof/escape proof/well ventilated container made of fibreglass, metal, rigid plastic, wickerwork, wire mesh or wood with a strong framework.

## NZ continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets in Cabin	No		No	No	N/A	N/A
Scuba Equipment	Yes		Yes	No	N/A	Tanks must be de-pressurised.
Service Animals	Carried in cabin <b>3</b>		N/A	No	No	N/A
Skis/Snowboard	Yes (under 2 metres)		Yes	No	No	N/A
Small Surfboard less than 2m/Wakeboard	Yes		Yes	No	No	N/A
Surfboard/Windsurfer	Yes (subject to space) <b>1, 4</b>		Yes	No	No	Maximum length 2.5m (if booked on a 2000, 5000 or 8000 flight number Max. length is 1.8 m)
Wet Cell Batteries	No (for wheelchairs) <b>2</b>		Yes	No	N/A	Leaktight, impervious to battery fluid packaging, spill resistant caps, insulate battery terminals, secured upright position. Corrosive and package orientation labelling.
Wheelchair non-powered	No		Yes	No	N/A	N/A
Wheelchair with Dry Cell Batteries	No		Yes	No	N/A	Insulate battery terminals, battery securely fastened to wheelchair.

**NOTE: 1** Subject to space

**2** For wheelchairs

**3** Service animals: See note below

**4** Charges apply to items that exceed 2 m. in length.

**NOTE:** Service animals: Applicable for NZ and AU: A) Australian regulations permit only guide dogs in the cabin. Therapy or companion animals must be consigned as freight or baggage. B) Guide dogs can be imported without need for quarantine, provided customer obtains import health permit from the Chief Veterinary Officer of the Ministry of Agriculture or equivalent governing body. C) It is the customer's responsibility to ensure he has the health permit and all necessary documentation and information from the originating country prior to departure. D) U.S. does not accept service animals to the U.K., Ireland and Barbados.

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	N/A	Yes	Yes	WEAP	Yes, in proper package.
Archery Equipment	Yes	N/A	Yes	Yes	SPEQ	Yes, in proper package.
Bike	Yes	N/A	Yes	Yes	BIKE	Yes, in proper package.
Bike - Tandem	Yes	N/A	Yes	Yes	BIKE	Yes, in proper package.
Bulk baggage	Yes	N/A	Yes	Yes	BULK	Yes, in proper package.
Cabin baggage in seat	No	N/A	Yes	Yes	CBBG	No
Firearms	Yes	N/A	No	Yes	WEAP	Yes, in proper package.
Fishing equipment	Yes	N/A	Yes	No		Yes
Golf equipment	Yes	N/A	Yes	Yes	SPEQ	No
Hang gliders	Yes	N/A	Not permitted	Yes	SPEQ	Yes, in proper package.
Kayaks	Yes	N/A	Not permitted	Yes	SPEQ	Not permitted
Kite	Yes	N/A	Yes	No		Yes, in proper package.
Pets as Checked Baggage (AVIH)	No	N/A	No	Yes	AVIH	Yes, in proper kennel.
Pets in Cabin	Not permitted	N/A	Not permitted	Not permitted	Not permitted	Not permitted
Scuba Equipment	Yes	N/A	Yes	Yes	SPEQ	Yes, in proper package.
Service Animals	No	N/A	Yes	Yes	PETC / AVIH	Yes, in proper package.
Skis/Snowboard	Yes	N/A	Yes	Yes	SPEQ	Yes, in proper package.
Small Surfboard less than 2m/Wakeboard	Yes	N/A	Yes	Yes	SPEQ	Yes, in proper package.
Surfboard/Windsurfer	Yes	N/A	Yes	Yes	SPEQ	Yes, in proper package.
Wet Cell Batteries	Yes	N/A	Yes	Yes	WCBW	Yes, in proper package.

## NH continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Wheelchair non-powered	No	N/A	Yes	Yes	WCMP	Yes, in proper package.
Wheelchair with Dry Cell Batteries	No	N/A	Yes	Yes	WCBD	Yes, in proper package.



## Asiana Airlines (OZ)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	Yes	Yes	WEAP	Yes. Accepted under condition stipulated in IATA DGR and OZ manual.
Archery Equipment	Yes	Yes	Yes	Yes	SPEQ (Recommended but not mandatory)	Yes. Packaging required.
Bike	Yes	Yes	Yes	Yes	BIKE (Recommended but not mandatory)	Yes. Packaging required.
Bike - Tandem	Yes	Yes	Yes	Yes	BIKE (Recommended but not mandatory)	Yes. Packaging required.
Bulk baggage	N/A	N/A	N/A	N/A	N/A	N/A
Cabin baggage in seat	No	No	Yes	Yes	CBBG	Yes, must be restrained in seat. Max. weight 75 kg. Max. height 155 cm for an instrument (150 cm for cello).
Firearms	Yes	Yes	Yes	Yes	WEAP	Yes. Accepted under condition stipulated in IATA DGR and OZ manual.
Fishing equipment	Yes	Yes	Yes	Yes	SPEQ (Recommended but not mandatory)	Yes. Packaging required.
Golf equipment	Yes	Yes	Yes	Yes	SPEQ (Recommended but not mandatory)	Yes. Packaging required.
Hang gliders	Not accepted	Not accepted	Not accepted	N/A	N/A	Only accepted as Cargo.

## OZ continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Kayaks	Not accepted	Not accepted	Not accepted	N/A	N/A	Only accepted as Cargo.
Kite	Not accepted	Not accepted	Not accepted	N/A	N/A	Only accepted as Cargo
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Yes. Max. weight 32 kg. Max. dimensions 246 cm.
Pets in Cabin	No	No	Yes	Yes	PETC	Yes. Dog, Cat, Bird only. Max. weight 5 kg including cage. Hardside cage: 43cm x 30cm x 21cm (height). Softside cage: 43cm x 30cm x 25cm (height)
Scuba Equipment	Yes	Yes	Yes	Yes	SPEQ (Recommended but not mandatory)	Yes. Packaging required. Tank must be empty.
Service Animals	Free of charge	Free of charge	Yes	Yes	BLND	No
Skis/Snowboard	Yes	Yes	Yes	Yes	SPEQ (Recommended but not mandatory)	Yes. Packaging required.
Small Surfboard less than 2m/Wakeboard	Yes	Yes	Yes	Yes	SPEQ (Recommended but not mandatory)	Yes. Packaging required.
Surfboard/Windsurfer	Yes	Yes	Yes	Yes	SPEQ (Recommended but not mandatory)	Yes. Packaging required.
Wet Cell Batteries	Yes	Yes	Yes	Yes	WCBW	For WCBW, accepted under condition stipulated in IATA DGR and OZ manual, free of charge.
Wheelchair non-powered	Free of charge	Free of charge	Yes	Yes	WCHR	Accepted under condition stipulated in IATA DGR and OZ manual.
Wheelchair with Dry Cell Batteries	Free of charge	Free of charge	Yes	Yes	WCBD	Accepted under condition stipulated in IATA DGR and OZ manual.


**Austrian (OS)**

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	N/A	Yes	Yes	WEAP	Securely packed, separated from arms.
Archery Equipment	Yes	N/A	Yes	Yes	SPEQ	Packaging required.
Bike	Yes	N/A	Yes	Yes	BIKE	Advisable to rotate handlebar 90 degrees and tighten. Remove pedals. Pack bike in carton box or a special plastic box to protect from damage.
Bike - Tandem	No	N/A	Yes	Yes	BIKE-TANDEM	Advisable to rotate handlebar 90 degrees and tighten. Remove the pedals. Pack bike in carton box or a special plastic box to protect from damage.
Bulk baggage	No	N/A	Yes	Yes	BULK	No.
Cabin baggage in seat	No	N/A	Yes	Yes	CBBG	No, must be restrained in seat
Firearms	Yes	N/A	Yes	Yes	WEAP	Strong, rigid container made of wood, metal etc.
Fishing equipment	Yes	N/A	Yes	Yes	SPEQ	Yes.
Golf equipment	Yes	N/A	Yes	Yes	SPEQ-GOLF	Packaging recommended.
Hang gliders	No	N/A	Yes	Yes	SPEQ	Yes.
Kayaks	No	N/A	Yes	Yes	SPEQ	No.
Kite	No	N/A	Yes	Yes	SPEQ	Packaging recommended.
Pets as Checked Baggage (AVIH)	No	N/A	Yes (provided the transfer time does not exceed 3 hrs)	Yes	AVIH	Kennel according IATA LAR.
Pets in Cabin	No	N/A	Yes	Yes	PETC	Leak-proof kennel.
Scuba Equipment	Yes	N/A	Yes	Yes	SPEQ	No.
Service Animals	Yes	N/A	Yes	Yes	PETC + free text	None
Skis/Snowboard	Yes	N/A	Yes	Yes	SPEQ-SKI	Packaging recommended.

## OS continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Small Surfboard less than 2m/Wakeboard	Yes	N/A	Yes	Yes	SPEQ	No, but recommended.
Surfboard/Windsurfer	Yes	N/A	Yes	Yes	SPEQ	No, but recommended.
Vaulting Poles	Yes	N/A	Yes	Yes	SPEQ	Yes, 1 set of vaulting poles in 1 container
Wheelchair non-powered	Yes	N/A	Yes	Yes	WCMP	No
Wheelchair with Wet Cell Batteries	Yes	N/A	Yes	Yes	WCBD	No, battery must be disconnected.


**Avianca (AV)**

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes		No	No		Transport of sporting arms and/or gun collections as checked baggage in the hold of aircraft, in compliance with local regulations and agreement with the airline.
Archery Equipment	Yes		Yes	No	No	Must be packed in a special suitcase.
Bike	Yes		Yes	No	No	Correctly packed and handlebars fixed sideways, pedals removed. No fee applies if checked as part of bag allowance, otherwise fee applies and handled as standby bag.
Bike - Tandem	Yes		Yes	No	No	Correctly packed and handlebars fixed sideways, pedals removed. No fee applies if checked as part of bag allowance, otherwise fee applies and handled as standby bag.
Bulk baggage	Yes		Yes			A318, A319, A320, 321 aircraft and bin #5 (bulk), A330 aircraft. Live animals, wheelchair, fragile baggage, recommended luggage, baby cars, crew tag luggage, carryon luggage.
Cabin baggage in seat	Yes		Yes		CBBG, SSR	Contents must not compromise safety. Ticket fare to be equal to that of the client. Must be properly packaged, located in seat next to window, beside the client. Must be secured to seat with seatbelt. Not to exceed 75kg and 80 inches in overall dimensions.
Firearms	Yes		Yes			It allows the transport of sporting arms and / or gun collections as checked baggage in the hold of the aircraft, in compliance with corresponding local regulations and agreement with the airline.
Fishing equipment	Yes		Yes	No	No	Accept 1 pair of boots, 1 reel and 2 fishing rods with dimensions greater than 62" but less than 85" as part of the free baggage allowance.
Golf equipment	Yes		Yes	No	No	A golf club bag with 14 clubs, 12 balls, 1 pair of golf shoes, properly packed and insured.
Hang gliders	No		No			

## AV continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Kayaks	No		No			
Kite	No		No			
Pets as Checked Baggage (AVIH)	Yes		Yes	Yes	AVIH	Within Colombia, only dogs, cats and birds accepted with max weight of 20kg on flights less than 2 hrs. International, only dogs and cats accepted up to 20kg on flights under 2 hrs. Must be in container, max weight 10kg.
Pets in Cabin	Yes		No	Yes	PETC	Pets are accepted in Roll-on baggage, briefcases in hard or soft containers if they can be accommodated under the passenger seat.
Scuba Equipment	Yes		Yes			An air regulator, an empty tank, two (2) rubber fins, a conventional harpoon, a mask, a snorkel, a wet suit, a weight belt and high intensity lamps underwater (diving lamps without batteries).
Service Animals	Yes		Yes	Yes	SVAN, ESAN	Accepts emotional support animals and psychiatric service animals with current documentation on the letterhead of a licensed mental health professional.
Skis/Snowboard	Yes		Yes	No	No	A pair of skis, 2 sticks, boots and shoes are allowed, Snowboards
Small Surfboard less than 2 m/Wakeboard	Yes		Yes	No	No	Applies to tables smaller than 12 feet (366 cm) and weighing less than 70lbs.
Surfboard/Windsurfer	Yes		No			Applies to tables smaller than 12 feet (366 cm) and weighing less than 70lbs. The Windsurfing equipment consists of a board, mast and "boom"
Wet Cell Batteries	Yes		Yes	Yes	WCHC / WCHR / WCHS / WCOB / WCMP	Electric wheelchairs, gel-type battery, dry or wet as checked bags. Disconnect battery. Transmit message to the destination to ensure assistance to reconnect battery.
Wheelchair non-powered	Yes		Yes	Yes	WCHC/WCHR/ WCHS/WCOB/WCMP	
Wheelchair with Dry Cell Batteries	Yes		Yes	Yes	WCHC/WCHR/ WCHS/WCOB/ WCMP	Electric wheelchairs, gel-type battery, dry or wet as checked bags. Disconnect battery. Transmit message to destination to ensure assistance to reconnect battery.



## Avianca in Brazil (06)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	Yes	Yes	WEAP	5 kg per passenger, 25 kg per aircraft. Ammunition must be securely stored in a strong, sealed box packed inside a suitcase and surrounded by other contents. The suitcase must not bear an "Explosive" label.
Archery Equipment	N	Y	Y	Y	SPEQ	Bow, Arrows and maintenance equipment, all packed, securing the item. <b>1</b>
Bike less, accepts	Y	N	Y	Y	BIKE	06 accepts tourism or racing bicycles, with a single seat, motor-folded handles and detached pedals, all duly packed. 06 for each flight a maximum of 5 bicycles. <b>2</b>
Bike - Tandem	N	N	N	N		
Bulk baggage	N	N	N	N		
Cabin baggage in seat	Y	Y	Y	Y	CBBG	Cabin Baggage SSR allows passengers to carry additional bags due to his/her physical condition cannot be loaded into the plane's belly, and must be taken in the cabin in a separate passenger seat. <b>3</b>
Firearms and	Y	Y	Y	Y	WEAP	Firearms designed for sporting purposes, such as target pistols rifles, air guns, safari rifles, hunting rifles, etc., may be carried as checked baggage on Avianca O6 flights under conditions noted below. <b>4</b>
Fishing equipment	N	Y	Y	Y	SPEQ	Accepted items: Pair of boots, fishing net and fish stick. Passenger must pack the equipment assuring its protection. Passenger assumes damage responsibility for equipment not packed properly. No limit of quantity of fishing equipment. <b>1</b>
Golf equipment	N	Y	Y	Y	SPEQ	Bag and clubs should be duly protected. <b>2</b>
Hang gliders	N	N	N	N		
Kayaks	N	N	N	N		
Kite	N	N	N	N		

## O6 continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets as Checked Baggage (AVIH)	N	N	N	N		
Pets in Cabin	Y	Y	N	Y	PETC	<b>5</b>
Scuba Equipment	N	Y	Y	Y	SPEQ	<b>1, 6</b>
Service Animals	N	N	Y	Y	SVAN/ESAN	<b>7</b>
Skis/Snowboard	N	N	N	N	SPEQ	Accepted items: pair of skis, two bats, boots and shoes. Passenger must pack the equipment assuring its protection. Passenger assumes damage responsibility for equipment not packed properly. No limit on amount of sport equipment. <b>8</b>
Small Surfboard less than 2m/Wakeboard	Y	N	Y	Y	SPEQ, SURF	O6 accepts (without charge) a max. of 2 bags with 2 surfboards (packed in the same bag) with a max. length of 2 m. • Damaged or manipulation-resistant packaging not allowed • Damaged sport equipment not allowed.
Surfboard/Windsurfer	N	N	N	N		
Wet Cell Batteries	N	N	Y	Y	WCBD	Accepted (except MK-28) in the payload bay, vertical position, isolated poles (according to DGR). According ANAC 280 resolution, no limits since it does affect safety.
Wheelchair non-powered	N	N	Y	Y	WCHC, WCHR, WCHS	The SSR code will be inserted according to passenger conditions. According ANAC 280 resolution, no limits since it does affect safety.
Wheelchair with Dry Cell Batteries	N	N	Y	Y	WCBW	Keeping the poles isolated, with the battery attached in the wheelchair. According ANAC 280 resolution, no limits since it does affect safety.

**NOTE:** **1** Restrictions:

- Damaged or manipulation-resistant packaging will not be allowed
- Damaged sports equipment is not allowed
- Sports equipment measuring more than 230 cm (90 inches) or weighing more than 45 kg, will only be transported by cargo services, subject to policies applicable for such area.
- If the sporting equipment is registered as an additional item from the allowed baggage, excess baggage charges will apply and such items should be subject to space availability.



## CONTINUED 06

**NOTE:** 2 Restrictions:

- Damaged or manipulation-resistant packaging will not be allowed.
- Damaged sports equipment not allowed.
- Sports equipment measuring more than 230 cm (90 inches) or weighing more than 45 kg, will only be transported by cargo services, subject to policies applicable for such area.

3 Conditions:

- Avianca only accepts violin/cello as CBBG.
- Baggage must be rigid, to avoid possible damages to the instrument, passengers and crew.
- At check-in, passengers must complete and sign the form F-DSA-018 "term of shipping violin/cello", containing weights and measures allowed.
- The system generates 2 tickets and boarding passes for the same passenger.
- If Avianca refuses to carry the item, the passenger must sign the form with the reasons for refusal.
- Reservations and payment must be made at the call center.
- Passenger seat will be assigned in the first line of the aircraft, providing a window seat for the instrument.
- Instrument must be secured with the safety belt.
- Ticket will be named CBBG/passenger's last name, as well as an SSR reference in the PNR.

Restrictions:

CBBG transportation does not grant extra allowance for baggage acceptance. Dimensions should not exceed 1.60 m + 0.70 cm + 0.60 cm; maximum weight allowance, included protective cover, is 75 kg.

4 Firearms:

The firearm must be completely unloaded and, if possible, dismantled and packed inside a suitcase or standard gun case. The carriage of any type of firearms, ammunition and explosives, including items containing explosives, must be approved by Avianca no less than three days before the flight. Contact your nearest Avianca office to start the approval process. The maximum gross weight of the ammunition carried by any single customer is 5 kg (11 lb). Customers travelling in groups must carry ammunition in their own separate bags, with no single bag carrying more than the 5 kg (11 lb) limit.

5 Pets in Cabin:

Dogs (including guide dog) and cats aged at least 12 weeks, maximum 1 per passenger, 1 animal per kennel, at most 3 per aircraft, preventing the shipment of different breeds on the same flights. The weight of the animal plus kennel should not exceed 8 kg. Dimensions: 40 cm long, 25 cm high, 25 cm wide.

6 Scuba Equipment:

Tanks are not accepted. 06 accepts a pressure gauge, snorkel, harpoon, flippers, safety vest, weight belt, regulator and visor. High density diving lamps will be accepted only if the battery heating component has been packed separately to avoid its activation during flight. Every extracted battery must be protected against short circuits.

## CONTINUED O6

### 7 Service Animals:

The seeing-eye dog trained to assist the handicapped (SVAN) and emotional support/psychiatric assistance dog (ESAN) will be transported free of charge in the cabin, on the floor of the aircraft, in a place adjacent to its owner. This seat will be determined by the airline, and the dog should travel on a leash with its owner in control. The same documentation requested for other pets (PETC) should be presented. There is no restriction on boarding a seeing-eye dog, when another dog is on the flight.

### 8 Skis/Snowboards:

If equipment is checked as an additional piece of baggage, excess baggage charges will apply and such items should be subject to space availability.

#### Restrictions:

- Damaged or manipulation-resistant packaging will not be allowed.
- Damaged sport equipment not allowed.uch items should be subject to space availability.


**Brussels Airlines (SN)**

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	No	Yes	Yes	WEAP	Ammunition packed separately from firearm, in a strong outer container made of wood, metal or fibreboard. Protected inside against shock. Quantity limitation of max. 5 kg per passenger.
Archery Equipment	N/A	N/A	N/A	N/A	N/A	1 set of bow and arrow packed in 1 durable protective container
Bike	Yes - free	No <b>1</b>	Yes	Yes	BIKE	Recommended to rotate handlebar 90°, tighten, and remove pedals.
Bike - Tandem	Yes	No <b>1</b>	Yes	Yes	BIKE	Recommended to rotate handlebar 90°, tighten, and remove pedals.
Bulk baggage	No	No	Yes	Yes	CBBG	An extra seat must be booked and paid, max. weight 75kg.
Cabin baggage in seat	No	No	Yes	Yes	CBBG	An extra seat must be booked and paid, max. weight 75kg.
Firearms	Yes	No	Yes	Yes	WEAP	Arms must be unloaded, packed in a strong rigid container made of wood, metal, fibre, styropor.
Fishing equipment	Yes	No	Yes	Yes	SPEQ	
Golf equipment	Yes	No <b>1</b>	Yes	Yes	SPEQ	
Hang gliders	Yes	No	Yes	Yes	SPEQ	
Kayaks	Yes	No	Yes	Yes	SPEQ	
Kite	Yes	N/A	N/A	N/A	N/A	
Pets as Checked Baggage (AVIH)	No <b>2</b>	No	Yes	Yes	AVIH	Container must be large enough for animal to stand upright, turn and lie down in a natural manner.
Pets in Cabin	No <b>2</b>	No	Yes	Yes	PETC	Leak -and smell proof, soft-sided bag that can be stowed under the seat in front with max. weight of 6kg (animal + container).
Scuba Equipment	Yes	No	Yes	Yes	SPEQ	
Service Animals	Yes - free	Yes - free	Yes	Yes	BLND / DEAF	The presence of a guide dog must be mentioned in the SSR BLND or SSR DEAF.

## SN continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Skis/Snowboard	Yes	Free - no restrictions	Yes		SPEQ	
Small Surfboard less than 2m/Wakeboard	Yes	No	Yes	Yes	SPEQ	
Surfboard/Windsurfer	Yes	No	Yes	Yes	SPEQ	It is recommended to use a protective wrapping.
Wet Cell Batteries	Yes - free	Yes - free	Yes	Yes	WCHR/WHCS /WCHC	Battery must be disconnected, insulated and securely attached to the wheelchair.
Wheelchair non-powered	Yes - free	Yes - free	Yes	Yes	WCHR/WHCS /WCHC	
Wheelchair with Dry Cell Batteries	Yes - free	Yes - free	Yes	Yes	WCHR/WHCS /WCHC	Battery must be disconnected, insulated and securely attached to the wheelchair.

**NOTE: 1** One golf bag in addition to free bag allowance is granted free of charge, except on routes to/from/via USA/Canada, to:

- HON Circle members
- Senators
- Star Gold Card Holders
- LX Golf Club members travelling on LH/LX operated flights
- Selected SN passengers on SN operated flights in possession of vouchers (max 15 kg).

**2** SN doesn't accept any PETC nor AVIH on its flights to the United Kingdom.

**NOTE:** Sport equipment included in the free baggage allowance (FBA) and only charged if in excess.

Any type of sports equipment is free of charge provided the number of pieces as per FBA and the max. limits in weight are not exceeded. If the FBA is exceeded, excess baggage to be charged either according to a specific rate in the list of sport equipment related to specific type of sport equipment or to standard excess baggage rates, if the sport equipment is not listed or does not correspond with the specific definition.



## Copa Airlines (CM)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes <b>1</b>	Yes <b>2</b>	Yes	No	No	Not to exceed 5 kg per person (excl. ammunition with explosive and incendiary projectiles) and more than two per pax.
Archery Equipment	Yes <b>1</b> 1/pax	Yes <b>2</b> 1/pax	Yes	No	No	One bow box with bows, 1 arrow box with arrows, 1 maintenance kit. Items packed in suitable container.
Bike	Yes <b>1</b>	Yes <b>2</b>	Yes	Yes	Yes	Properly packed in box. Bicycles between 24 and 32 kg subject to excess fees on certain routes.
Bike - Tandem	No	No	No	N/A	N/A	Sport bikes with a single seat. Non-motorized bikes. Small items stored in plastic bags. Pedals and handlebars removed and stored aside.
Bulk baggage	Yes <b>1</b>	Yes <b>2</b>	Yes	No	No	Plastic wrapped and will be conditioned. Otherwise will not be accepted.
Cabin baggage in seat	Yes	Yes	No	N/A	N/A	Cabin baggage is treated as a passenger and is subject to pax fares per route <b>ONLY PERMITTED ONLINE.</b>
Canoe	No	No	No	N/A	N/A	Please refer to the Cargo Department for more information.
Firearms	Yes <b>1</b> Check destinations	Yes <b>2</b> Check destinations	No	No (Document in PNR OSI)	No (Document in PNR OSI)	All firearms must be properly packed and stored in containers made for firearm transport.
Fishing equipment	Yes <b>1</b> but not to USA	Yes <b>2</b>	Yes	No	No	All items must be packed in a suitable container that does not exceed 115 linear inches (292 cm) (length + width + height) Fishing equipment cannot exceed 80 inches (203 cm) in length.
Golf equipment	Yes <b>1</b>	Yes <b>2</b>	Yes	Yes	Yes	Golf equipment is accepted as part of the checked bags and must be properly packed and covered.
Hang gliders	No	No	No	No	No	CM does not accept gliders as checked baggage or as cargo due to the dimensions of these on the size of our aircraft.
Kayaks	Yes <b>1</b>	Yes <b>2</b>	Yes, but only for inflatable kayaks	No	No	Inflatable kayaks will be accepted as baggage, if deflated meet the measures in place (no more than 62") and packed as baggage.
Kite	Yes <b>1</b>	Yes <b>2</b>	Yes	No	No	Must be small, unmounted, boxed or can be fitted in a suitcase. Must meet measurement and weight restrictions.

## CM continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets as Checked Baggage (AVIH)	No	No	No	No	N/A	Shipped only via Cargo.
Pets in Cabin	No	Yes	No	Yes (3 TOT)	Yes (3 TOT)	Not allowed in Business Class. Less than 22 lbs or 10 kgs with permits and fitted inside the proper kennel, to fit under the pax's seat for an EMB 190 (our smallest aircraft).
Scuba Equipment	Yes <b>1</b> empty tank	Yes <b>2</b> empty tank	Yes, without tanks	No	No	Empty tank and article bag will be charged as two separate pieces.
Service Animals	No	Yes	CO/JA and all airline complying with DOT382	Yes	Yes	Service animals accompanying disabled persons are permitted in the airplane cabin free of charge.
Skis/Snowboard	Yes <b>1</b> 1 per pax	Yes <b>2</b> 1 per pax	Yes	No	No	On international flights, CM will accept 1 piece of ski equipment per pax in place of 1 piece of allowed luggage. These items will be charged US\$100 transport fee. Must comply with our max. dimensions.
Small Surfboard less than 2m/Wakeboard	Yes <b>1</b> 1 per pax	Yes <b>2</b> 1 per pax	Yes	No	No	On international flights, CM will accept 1 piece of less than 2m/ Wakeboard per pax in place of 1 piece of allowed luggage. This item will be charged US\$100 transport fee.
Surfboard/Windsurfer	Yes <b>1</b> 1 bag for 2 pax	Yes <b>2</b> 1 bag for 2 pax	Yes	Yes	Yes	Copa Airlines will transport a maximum of two surfboards, packed in the same bag, per passenger. Any additional boards must be checked as cargo.
Vaulting Poles	Yes <b>1</b> 1 per pax	Yes <b>2</b> 1 per pax	Yes 1 per pax	No	No	CM will accept 1 pole for transport as checked baggage. Pole vault equipment must be packed in an appropriate container.
Wet Cell Batteries	Yes	Yes	Yes	Yes	Yes	See note 3 below
Wheelchair non-powered	Yes	Yes	Yes (DOT 382 Compliance)	Yes	Yes	See note 3 below
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes (DOT 382 Compliance)	Yes	Yes	Can be transported as long as they are disconnected and the edges isolated and the battery is tightly adjusted to the wheelchair.

**NOTE:** **1** For travel to/from U.S.

**2** For travel within Latin America

**3** Disconnect dry battery. If the battery is wet type, customer must remove and place in container that prevents spilling.

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	No	Yes	WEAP	Yes
Archery Equipment	Yes	Yes	Yes	Yes	WEAP	Yes
Bike	Yes	Yes	Yes	Yes	BIKE	Although no special packing is required it is recommended to use a protective wrapping.
Bike - Tandem	Yes	Yes	Yes	Yes	BIKE	Although no special packing is required it is recommended to use a protective wrapping.
Bulk baggage	No	No	Yes	Yes	SPEQ / BULK	
Cabin baggage in seat	No	No	No	Yes	CBBG	
Firearms	Yes	Yes	No	Yes	WEAP	Yes
Fishing equipment	Yes	Yes	Yes	Yes	SPEQ / FISH EQUIP	
Golf equipment	Yes	Yes	Yes	Yes	SPEQ-GOLF	
Hang gliders	Yes	Yes	Yes	Yes	SPEQ / HANG GLIDERS	No special packing is required but it is recommended to use a protective wrapping. (All packed in container).
Kayaks	Yes	Yes	Yes	Yes	SPEQ / KAYAK / CANOE	Although no special packing is required it is recommended to use a protective wrapping.
Kite	N/A	Yes	Yes	Yes	SPEQ / KITE	Although no special packing is required it is recommended to use a protective wrapping.
Pets as Checked Baggage (AVIH)	N/A	Yes	Yes	Yes	AVIH	Animal containers.
Pets in Cabin	No	No	Yes	Yes	PETC	Box or cage, max. 115 cm.
Scuba Equipment	Yes	Yes	Yes	Yes	SPEQ / SCUBA	
Service Animals	Yes	Yes	Yes	Yes	SVAN/ESAN	No

## OU continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Skis/Snowboard	Yes	Yes	Yes	Yes	SPEQ-SKI	Ski bag required.
Small Surfboard less than 2m/Wakeboard	Yes	Yes	Yes	Yes	SPEQ-WIND SURFER	
Surfboard/Windsurfer	No	NA	Yes	Yes	BULK-WINDSURFER	
Wet Cell Batteries	NOT PERMITTED					
Wheelchair non-powered	Yes	Yes	Yes	Yes	WCMP	
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	Yes	WCBD	





## EGYPTAIR (MS)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	N/A	Allowed from INT to INT only	Yes	WEAP (MUW)	Max. 5 kg per pax. Must be packed in strong container made of wood, metal or fibreboard, protected against shocks. More than 5 kgs. must be shipped as cargo. Must be packaged separately from firearm and a declaration form is required.
Archery Equipment	Yes	N/A	Yes	Yes	SPEQ (SPB)	Max. 23 kgs. Adequate packing recommended.
Bike	Yes	N/A	Yes	Yes	BIKE (SPB)	Handlebar must be rotated 90 degrees and tightened. Pedals must be removed. The bike must be packed in a carton box or in a special plastic box to protect other baggage/items from being damaged. Tires partially deflated.
Bike - Tandem	Checked as Cargo	Checked as Cargo				
Bulk baggage	Checked as Cargo	Checked as Cargo				
Cabin baggage in seat	No	N/A	Yes (Intermediate station must be informed)	Yes	CBBG (SPB)	An extra seat must be booked and paid. Max. weight 75 kg.
Firearms	Yes	N/A	Allowed from INT to INT only	Yes	WEAP (FAM) (WEA)	Must be packed in strong rigid container made of wood, metal, fiber. Cartridges securely boxed in quantity not exceeding 5 kgs/pax. Firearms must be unloaded, i.e. cartridges or bullets must be removed to render the firearms inoperative, before acceptance.
Fishing equipment	Yes	N/A	Yes	Yes	SPEQ (SPB)	Max 23 kgs must be checked into the hold. Packing recommended. No live bait carried.
Golf equipment	Yes	N/A	Yes	Yes	SPEQ (SPB)	Golf equipment should be enclosed with a cover to prevent loss of contents.
Hang gliders	Checked as Cargo	N/A				
Kayaks	Checked as Cargo	N/A				
Kite	No	N/A	Yes	Yes	SPEQ (SPB)	Must be properly packed for transportation.

## MS continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets as Checked Baggage (AVIH)	No	N/A	Yes (Must check onward A/C type-carrier restrictions apply)	Yes	AVIH (PET)	Clean/Leakage proof/Escape-proof/Well ventilated container according to IATA LAR. Cage must be large enough that the animal can stand upright, reservation has to be made for connecting flight. A/C E170 and A320 (SUGCL) not allowed.
Pets in Cabin	No	N/A	Yes (carrier restrictions apply)	Yes	PETC (PET)	Cat and dogs only. Weight of animal and container max. 4 Kgs Reservation to be made for connecting flights. Limit 1 animal per container, 1 container per pax and 2 containers per cabin class.
Scuba Equipment	Yes	N/A	Yes	Yes	SPEQ (SPB)	Max 23 kgs. Oxygen bottles must be empty. Gear must be securely packed in a rigid or hard shell container.
Service Animals	Yes. Free	N/A	Yes (carrier restrictions apply)	Yes	BLND/DEAF or PETC - SVAN - ESAN	Seeing eye dog/ hearing aid dog, SVAN. Emotional support animals, ESAN. Animals should be accompanied with valid health/vaccination certificates/entry permits. Escort dog in cabin is exempted from any weight limitations and container requirements.
Skis/Snowboard	Yes	N/A	Yes	Yes	SPEQ (SPB)	Passenger must provide acceptable packaging for the ski equipment such as fibreglass or cloth bag to protect the ski equipment and to prevent damage to other bags.
Small Surfboard less than 2m/Wakeboard	No	N/A	Yes	Yes	SPEQ (SPB)	When packaging a surfboard, keels and/or kedges must be removed or crated in such a manner so as to prevent damage to other baggage. The passengers must sign a limited release bag tag.
Surfboard/Windsurfer	Checked as Cargo	Checked as Cargo			SPEQ (SPB)	
Wheelchair with Wet Cell Batteries	Checked as Cargo	Checked as Cargo			WCBW	
Wheelchair non-powered	Yes. Free	N/A	Yes	Yes	WCMP	None.
Wheelchair with Dry Cell Batteries	Yes. Free	N/A	Yes (carrier restrictions apply)	Yes	WCBD (RMD)	Battery must be disconnected, terminals insulated and attached to the wheelchair. Wheelchair powered with lithium batteries must not be accepted. Gel type and wet (sealed non spillable) battery operated are accepted.

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Not defined	Not defined	Yes	Yes	WEAP	Must be packed in a strong container made of wood, metal or fiberboard. Ammunition must be secured against shock and movement. Max. of 5 kg and declaration required.
Archery Equipment	N/A	N/A	N/A	N/A	N/A	N/A
Bike	No	No	Yes	Yes	BIKE	Will be accepted if handlebars turned sideways, pedals removed, all sharp protrusions padded and boxed or in container.
Bike - Tandem	N/A	N/A	N/A	N/A	N/A	N/A
Bulk baggage	No	No	Yes	Yes	BULK	No
Cabin baggage in seat	No	No	Yes	Yes	CBBG	Must be placed forward of all seated pax in aircraft. Secured with seatbelt and seatbelt extension. Articles too large or bulky will not be accepted.
Canoe	No	No	Yes	Yes	SPEQ	No
Firearms	Yes	Yes	Yes	Yes	WEAP	Must be free from ammunition and packed in crash-proof container. Baggage containing handguns must be locked with a key or combination lock.
Fishing equipment	N/A	N/A	N/A	N/A	N/A	N/A
Golf equipment	No	No	Yes	Yes	SPEQ	Must be packed in soft or hard golf case.
Hang gliders	N/A	N/A	N/A	N/A	N/A	N/A
Kayaks	N/A	N/A	N/A	N/A	N/A	N/A
Kite	No	No	Yes	Yes	SPEQ	No
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	The container must be ventilated on three sides and big enough to let the animal stand up and lie down in comfort.
Pets in Cabin	No	No	Yes	Yes	PETC	Total weight not exceeding 8 kgs including cage, and dimensions not more than 55x40x20 cm.

## ET continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Scuba Equipment	No	No	Yes	Yes	SPEQ	Must be packed in a proper soft or hard scuba case.
Service Animals	Yes	Yes	Yes	Yes	PETC	Seeing eye dogs and hearing ear dogs must be harnessed and muzzled.
Skis/Snowboard	No	No	Yes	Yes	SPEQ	Must be packed in a proper soft or hard ski/snowboard bag.
Small Surfboard less than 2m/Wakeboard	N/A	N/A	N/A	N/A	N/A	N/A
Surfboard/Windsurfer	No	No	Yes	Yes	SPEQ	One surfboard is not required to be in a case. If more than 2 must be in a surfboard case.
Vaulting Poles	No	No	Yes	Yes	SPEQ	No
Wet Cell Batteries	Yes	Yes	Yes	Yes	WCBW	Disconnect battery. Terminals insulated to prevent short circuits and battery must be securely attached to the wheelchair.
Wheelchair non-powered	Yes	Yes	Yes	Yes	WCMP	No
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	Yes	WCBD	No

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	Yes	Yes	WEAP	Restrictions apply/country acceptance requirements apply. Packaged separately from firearm. Declaration form required. Advise Reservation office prior to travel.
Archery Equipment	Yes	Yes	Yes	Yes	SPEQ	Yes
Bike	Yes	Yes	Yes	Yes	BIKE	Advisable to rotate handlebar 90 degrees and tighten. Pedals must be turned inside or removed.
Bike - Tandem	Yes	Yes	Yes	Yes	BIKE	Advisable to rotate handlebar 90 degrees and tighten. Pedals turned inside or removed. Advise Reservation office prior to travel.
Bulk baggage	Yes	Yes	Yes	Yes	XBAG	Oversize/overweight baggage to get approval from TPERDBR prior to travel.
Cabin baggage in seat	No	No	No	Yes	CBBG	Pax to pack non-square shape CBBG into secure and strong box with handles. Advise Reservation office prior to travel.
Firearms	Yes	Yes	Yes	Yes	WEAP	Restrictions apply/country acceptance requirements apply. Firearm must be unloaded. Packaged in locked non-see-through case. Declaration form required. Ammunition packaged separately. Advise Reservation office prior to travel.
Fishing equipment	Yes	Yes	Yes	Yes	SPEQ	Yes
Golf equipment	Yes	Yes	Yes	Yes	SPEQ	Yes
Hang gliders	Yes	Yes	Yes	Yes	SPEQ	Yes
Kayaks	Yes	Yes	Yes	Yes	SPEQ	Recommended, but not mandatory. Advise Reservation office prior to travel.
Kite	Yes	Yes	Yes	Yes	SPEQ	Yes
Pets as Checked Baggage (AVIH)	No	No	No	Yes	AVIH	Approved Kennel. Related document required. Country acceptance required if needed. Advise Reservation office prior to travel. <sup>1</sup>

## BR continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets in Cabin	Not Accepted. Service animals only.	Not Accepted. Service animals only.	No	No	N/A	N/A
Scuba Equipment	Yes	Yes	Yes	Yes	SPEQ	Tank must be empty.
Service Animals	Yes. Birds not accepted in cabin as service animals	Yes. Birds not accepted in cabin as service animals	Yes	Yes	SVAN	NA. Advise Reservation office prior to travel.
Skis/Snowboard	Yes	Yes	Yes	Yes	SPEQ	Yes
Small Surfboard less than 2m/Wakeboard	Yes	Yes	Yes	Yes	SPEQ	Recommended, but not mandatory. Advise Reservation office prior to travel.
Surfboard/Windsurfer	Yes	Yes	Yes	Yes	SPEQ	Recommended, but not mandatory. Considered as normal checked baggage and excess baggage charges will be collected by the actual dimensions. Advise Reservation office prior to travel.
Wet Cell Batteries	No	No	No <b>1</b>	Yes	WCBW	N/A
Wheelchair non-powered	Free baggage at no charge	Free baggage at no charge	Yes	Yes	WCMP	For disabled passenger use only.
Wheelchair with Dry Cell Batteries	Free baggage at no charge	Free baggage at no charge	Yes	Yes	WCBD	Battery must be disconnected. If the wheelchair cannot be stowed in an upright position, battery must be removed and prevented from short circuit. For disabled passenger use only.
Wheelchair with Lithium Battery	Free baggage at no charge	Free baggage at no charge	Yes	Yes	WCLB	For disabled passenger use only Lithium -ion Battery Wheelchair.

**NOTE: 1** BR does not accept removed spillable battery for checked baggage only. Most carriers will not allow WCBW type on their flights. It is necessary to check and confirmation must be received prior to accept. If it's non-spillable battery, then it's OK to accept.

**LOT LOT Polish Airlines (LO)**

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes (up to 5 kg/pax with firearms)	No	Yes	Yes	WEAP	Special boxes with proper label "Firearm(s) unloaded".
Archery Equipment	No	No	Yes	Yes	SPEQ (description & 3 dimensions)	Adequate packaging recommended.
Bike	Yes <b>1</b>	No	Yes	Yes	BIKE	Cardboard package recommended. Handlebars fixed sideways or removed, pedals fixed inside.
Bike - Tandem	No	No	Yes	Yes	BIKE	Cardboard package recommended. Handlebars fixed sideways or removed, pedals fixed inside.
Bulk baggage	No	No	Yes	Yes	SPEQ (description & 3 dimensions)	Adequate packaging recommended.
Cabin baggage in seat	No	No	Yes	Yes	CBBG	An extra seat must be booked and paid. Max. weight 75 kg.
Firearms	Yes <b>2</b>	No	Yes	Yes	WEAP	Special boxes with proper label "Firearm(s) unloaded".
Fishing equipment	Yes <b>1</b>	No	Yes	Yes	SPEQ (description & 3 dimensions)	Adequate packaging recommended.
Golf equipment	Yes	No	Yes	Yes	SPEQ-GOLF (with weight and dimensions)	Golf equipment adequate package.
Hang gliders	No	No	Yes	Yes	SPEQ (description & 3 dimensions)	Packaging recommended.
Kayaks	No	No	No	Yes	SPEQ (description & 3 dimensions)	Depending on the type of a/c and kind of kayak. Every case must be confirmed by LOT Space Control Department.
Kite	Yes <b>1</b>	No	Yes	Yes	SPEQ (description & 3 dimensions)	Packaging recommended.
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Cage
Pets in Cabin	No	No	Yes	Yes	PETC	Bag or cage (up to 8 kg). Dogs, cats and ferrets only.

## LO continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Scuba Equipment	No	No	No	No	SPEQ (description & 3 dimensions)	Adequate packaging recommended.
Service Animals	Yes - free	Yes - free	Yes	Yes	PETC	
Skis/Snowboard	Yes <b>1</b>	No	Yes	Yes	SPEQ (description & 3 dimensions)	Packaging recommended.
Small Surfboard less than 2m/Wakeboard	No	No	No	No	SPEQ (description & 3 dimensions)	Adequate packaging recommended.
Surfboard/Windsurfer	No	No	No	No	SPEQ (description & 3 dimensions)	Adequate packaging recommended. Acceptance depending on the type of a/c.
Wet Cell Batteries	Yes - after in advance arrangements	Yes - after in advance arrangements	Yes - after in advance arrangements	Yes	WCBW	Fitted with spill resistant vent caps, batteries disconnected, pilot-in-command to be notified
Wheelchair non-powered	Yes - free	Yes - free	Yes	Yes	WCMP	
Wheelchair with Dry Cell Batteries	Yes - after in advance arrangements	Yes - after in advance arrangements	Yes - after in advance arrangements	Yes	WCBD	Batteries disconnected.

**NOTE:** **1** If in category "small" and within free pieces allowance.

**2** If in category small and packed in regular checked bag (including guns of security guards on duty), otherwise with additional payment.





## Lufthansa (LH)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	N/A	Yes	Yes	WEAP	Yes
Archery Equipment	Yes	N/A	Yes	Yes	SPEQ	Yes
Bike	Yes	N/A	Yes	Yes	BIKE	No
Bike - Tandem	Yes	N/A	Yes	Yes	BULK	No
Bulk baggage	No	N/A	Yes	Yes	BULK	No
Cabin baggage in seat	No	N/A	Yes	Yes	CBBG	No, but must be restrained in seat.
Canoe	Yes	N/A	Yes	Yes	BULK	No
Firearms	Yes	N/A	Yes	Yes	WEAP	Yes
Fishing equipment	Yes	N/A	Yes	Yes	SPEQ	Yes
Golf equipment	Yes	N/A	Yes	Yes	SPEQ	No
Hang gliders	Yes	N/A	Yes	Yes	BULK	Yes
Kayaks	Yes	N/A	Yes	Yes	BULK	No
Kite	Yes	N/A	Yes	Yes	BULK	No, but recommended.
Pets as Checked Baggage (AVIH)	No	N/A	Yes	Yes	AVIH	Yes, in appropriate kennel.
Pets in Cabin	No	N/A	Yes	Yes	PETC	Yes
Scuba Equipment	Yes	N/A	Yes	Yes	SPEQ	No
Service Animals	Yes	N/A	Yes	Yes	SVAN	No
Skis/Snowboard	Yes	N/A	Yes	Yes	SPEQ	Yes
Small Surfboard less than 2m/Wakeboard	Yes	N/A	Yes	Yes	SPEQ	No, but recommended.

## LH continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Surfboard/Windsurfer	Yes	N/A	Yes	Yes	SPEQ / BULK	No, but recommended.
Vaulting Poles	Yes	N/A	Yes	Yes	BULK	No
Wheelchair non-powered	Yes	N/A	Yes	Yes	WCMP	No
Wheelchair with Dry Cell Batteries	Yes	N/A	Yes	Yes	WCBD	No
Wheelchair with Wet Cell Batteries	Yes	N/A	Yes	Yes	WCBW	No



## Scandinavian Airlines (SK)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	No	No	Yes	No	SR WEAP/P1	Max 5 kg. Separate from the weapon.
Archery Equipment	Yes	No	Yes	No	SR*SPEQ-ARCHERY/P1	Required.
Bike	Yes	No	Yes	No	SR BIKE/P1	Required.
Bike - Tandem	Yes	No	Yes	Yes	SR BIKE/P1	Required.
Bulk baggage	Yes	No	Yes	Yes	SR*KGS150 DIMS 100X40X40C/P1	
Cabin baggage in seat	No	No	Yes	Yes	SR*SPEQ CELLO	Musical instrument Cello only. The cello shall not exceed 150 x 35 x 50 cm.
Firearms	No	No	Yes	Yes	SR*WEAP/P1	Sporting weapon only.
Fishing equipment	Yes	No	Yes	No		Suitable packaging required.
Golf equipment	Yes	No	Yes	No	SR*SPEQ-GOLF	
Hang gliders	No	No	Yes	Yes	SR*SPEQ-HANG GLIDER/P1	Suitable packaging required.
Kayaks	No (only accepted as cargo)	No	Yes	only accepted as cargo		Only accepted as cargo.
Kite	Yes	No	Yes	No		Required.
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	SR AVIH/P1	Leakage and bite proof material.
Pets in Cabin	No		Yes	Yes	SSR PETC/P1	Leakage proof container 8 kg.
Scuba Equipment	Yes	No	Yes	No	SR*SPEQ-DIVING/P1	Tank must be empty.

## SK continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Service Animals	No		Yes	Yes	SR SVAN - SERVICE ANIMAL	Contact carrier.
Skis/Snowboard	Yes	No	Yes	No		One ski cover may only contain one pair of skis and one pair of poles.
Small Surfboard less than 2m/Wakeboard	Yes	No	Yes	No	SR*SPEQ-WAKEBOARD/P1	Not required.
Surfboard/Windsurfer	Yes	No	Yes	Yes	SR*SPEQ-WINDSURFER/P1	If only board, not required. Board with sail, required.
Wet Cell Batteries	Yes	No	Yes	Yes	SR*WCBW-120X80X70cm /40kgs/S2/P1	
Wheelchair non-powered	Yes	No	Yes	Yes	SR*WCMP 100X80X70cm /40kgs/S2/P1	One input per segment must be made with dimensions and weight.
Wheelchair with Dry Cell Batteries	Yes	No	Yes	Yes	SR*WCBD-120X80X70cm /80kgs/S2/P1	One input per segment must be made with dimensions and weight.

**NOTE:** Maximum dimension is only applicable to cabin baggage.

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	No	Yes	No	No		Securely packaged in quantities not exceeding 5 kg gross per pax.
Archery Equipment	-	-	-	-	-	-
Bike	No	Yes	No	No		To protect other baggage/item from damage, handlebar must be turned lengthwise and pedals taken off.
Bike - Tandem	-	-	-	-	-	-
Bulk baggage	-	-	-	-	-	-
Cabin baggage in seat	No	No	No	Yes	CBBG	Cabin baggage in seat must be paid. Baggage must be restrained in seat, and extra paid. Max. weight 75 kg.
Firearms	No	Yes	No	No		Sporting gun and bullets only.
Fishing equipment	No	Yes	No	No		Packaging required. Equipment cannot exceed 2 rods, one reel, one dipnet, one pair of fishing boots and one tool box.
Golf equipment	No	Yes	Yes	No		Check as normal baggage.
Hang gliders	-	-	-	-	-	-
Kayaks	-	-	-	-	-	-
Kite	-	-	-	-	-	-
Pets as Checked Baggage (AVIH)	No	No	No	Yes	AVIH	The permit request must be made before check in. AVIH must be paid. Waste leakage proof/escape proof. Must be large enough for the animal to stand upright.
Pets in Cabin	-	-	-	-	-	-
Scuba Equipment	-	-	-	-	-	-
Service Animals	-	-	-	-	-	Must apply for service while booking. Each flight accepts only one service animal.

## ZH continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Skis/Snowboard	No	Yes	Yes	No		Check as normal baggage.
Small Surfboard less than 2m/Wakeboard	-	-	-	-	-	-
Surfboard/Windsurfer	-	-	-	-	-	-
Wet Cell Batteries	-	-	-	-	-	-
Wheelchair non-powered	No	Yes	Yes	No		Check as normal baggage.
Wheelchair with Dry Cell Batteries	No	Yes	No	No		Appliance with IATA DGR.


**Singapore Airlines (SQ)**

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	No	No	Telex has to be sent to carrier's local reservation office.	Telex to be sent. Cartridges must be secured in box and quantity should not exceed 5 kgs/person and for sporting use only. Carriage of ammunition is not allowed in cabin.
Archery Equipment	Yes	Yes	Yes	No		
Bike	Yes	Yes	Yes	No		Bike may be accepted provided pedals are taken off and handlebar is turned lengthwise.
Bike - Tandem	Yes	Yes	Yes	No		
Bulk baggage	Yes	Yes	Yes	No		
Cabin baggage in seat	No	No	Yes	Yes	CBBG - must be included in SSR element	Weight limited to 75 kgs and dimensions have to fit the seat and item must be able to be strapped.
Firearms	Yes	Yes	No	No		Telex to be sent. Carrier will only accept sporting rifles for carriage. Check with local carrier reservation office for details. Carriage of firearms in cabin is not allowed for any passenger.
Fishing equipment	Yes	Yes	Yes	No		
Golf equipment	Yes	Yes	Yes	No		
Hang gliders	Yes	Yes	No	No		
Kayaks	No	No	No	No		
Kite	Yes	Yes	Yes	No		
Pets as Checked Baggage (AVIH)	Yes	Yes	Yes	Yes	AVIH - must be included in SSR element	Telex to be sent. Carrier will only accept certain breeds of domestic dogs/cats (check with local reservation office), subject to government regulations.
Pets in Cabin	No	No	No	No		We do not accept pets in cabin except seeing eye dog.

## SQ continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Scuba Equipment	Yes	Yes	Yes	No		Tank must be completely empty of contents.
Service Animals	Yes	Yes	Yes	Yes	PETC - must be included in SSR element	We only accept seeing eye dog in cabin.
Skis/Snowboard	Yes	Yes	Yes	No		
Small Surfboard less than 2m/Wakeboard	Yes	Yes	No	No		Contact carrier office. Subject to space availability.
Surfboard/Windsurfer	Yes	Yes	Yes	No		
Wet Cell Batteries	Yes	Yes	No	Yes	WCBW - must be included in SSR element	Wet cell batteries not accepted at check in.
Wheelchair non-powered	Yes	Yes	Yes	Yes	WCMP - must be included in SSR element	
Wheelchair with Wet Cell Batteries	Yes	Yes	No	Yes	WCBW - must be included in SSR element	




**South African Airways (SA)**

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	No	No		
Archery Equipment	Yes	Yes	No	No		
Athletic track & field	Yes	Yes	No	No		
Baseball / Softball / Basketball / Bowls / Soccer / Rugby / Netball	Yes	Yes	No	No		
Bike	Yes	Yes	Yes	No		
Bike - Tandem	No	No	No	No		Not accepted as checked baggage, only cargo.
Bowling Equipment	Yes	Yes	Yes	No		
Bulk baggage	No	No	No	No		
Cabin baggage in seat	No	No	No	No		
Cricket	Yes	Yes	No	No		
Firearms	Yes	Yes	No	No		
Fishing equipment	Yes	Yes	No	No		
Golf equipment	Yes	Yes	Yes	No		
Hang gliders	No	No	No	No		
Kayaks	No	No	No	No		Not accepted as checked baggage, only cargo
Kite	Yes	Yes	Yes	No		Included in free baggage allowance. Thereafter the applicable excess baggage rate is charged.
Motorcycle gear	Yes	Yes	Yes	No		Protective riding gear & helmet, motorcycle to be sent as cargo.
Parachute	Yes	Yes	Yes	No		
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes		Must travel as manifested cargo on international flights.
Pets in Cabin	No	No	No	No		Not allowed on SAA aircraft.

## SA continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Polo Cross	Yes	Yes	Yes	No		Riding helmet, stick and balls.
Rock climbing	Yes	Yes	Yes	No		Helmets, rope bags, climbing harness & crash pads / bouldering mats if not exceeding 200 cm in length.
Sailing equipment	Yes	Yes	Yes	No		Wet/dry sailing suits, life jackets, water boots, ropes, blocks, pulleys, selected tools, water bottle (empty), sails (folded or rolled), tube may not be longer than 200 cm.
Scuba Equipment	Yes	Yes	Yes	No		Tank must be empty.
Service Animals	No	No	Yes	Yes		One dog for blind or deaf passengers in the cabin at no cost. Service Animals allowed as per DOT Part 382 regulations.
Skis/Snowboard	Yes	Yes	Yes	No		One pair of skis, poles, boots and one snowboard included in allowance.
Small Surfboard less than 2m/Wakeboard	Yes	Yes	Yes	No		Packed well and marked
Surfboard/Windsurfer	No	No	No	No		Packed well and marked.
Tennis/Squash/Badminton	Yes	Yes	Yes	No		
Wet Cell Batteries	No	No	Yes	Yes		
Wheelchair non-powered	No	No	Yes	Yes		
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	Yes		

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	N/A	Yes	Yes	WEAP	Packed separately from firearm in strong container made of wood/metal/fibreboard. Protected inside container against shock and secured against movement. Limit of 5 kg per pax.
Archery Equipment	Yes	N/A	Yes	No		
Bike	Yes	N/A	Yes	Yes	BIKE	Must be packed in a cardboard box or in a hardshell container.
Bike - Tandem	Yes	N/A	Yes	Yes	BIKE	Must be packed in a cardboard box or in a hardshell container.
Bulk baggage	N/A	N/A	N/A	N/A	N/A	
Cabin baggage in seat	No	N/A	Yes	Yes	CBBG	Extra seat must be booked and paid. Max. weight 75 kg.
Firearms	Yes	N/A	Yes	Yes	WEAP	Arms must be unloaded, suitably packed in a strong rigid container made of wood/metal/fibre/styropor etc. LX needs pre-advice TLX from carrier to transfer station and destination.
Fishing equipment	Yes	N/A	Yes	No		
Golf equipment	Yes	N/A	Yes	No		
Hang gliders	Yes	N/A	Yes	No		
Kayaks	Yes	N/A	Yes	No		
Kite	Yes	N/A	Yes	No		
Pets as Checked Baggage (AVIH)	No	N/A	Yes	Yes	AVIH	Animal container must be large enough that the animal can stand upright, turn and lie down in a natural manner.
Pets in Cabin	No	N/A	Yes	Yes	PETC	Container must be soft-sided with max. weight of 8 kg (animal including container).
Scuba Equipment	Yes	N/A	Yes	No		Torch in carry-on baggage only
Service Animals	Yes - free	N/A	Yes	Yes	PETC	Only dogs allowed

## LX continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Skis/Snowboard	Yes. Every pax may check in 1 eq. free	N/A	Yes	No		
Small Surfboard less than 2m/Wakeboard	Yes	N/A	Yes	No		
Surfboard/Windsurfer	Yes	N/A	Yes	No		
Vaulting Poles	Yes	N/A	Yes	No		Must be pre-advised.
Wet Cell Batteries	Yes - free	N/A	Yes	Yes	WCHR / WCHS / WCHC & WCBW	Only accepted in conx with Wheelchair with wet cell batteries. The battery package must be leak-tight, impervious to battery fluid and protected against spillage. IATA DGR rules apply.
Wheelchair non-powered	Yes - free	N/A	Yes	Yes	WCHR / WCHS / WCHC & WCMP	
Wheelchair with Dry Cell Batteries	Yes - free	N/A	Yes	Yes	WCHR / WCHS / WCHC & WCMP	Battery must be securely attached to the wheelchair. IATA DGR rules apply.

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	No	No	Yes	Yes	WEAP	Special packing required. Max. 5 kgs per passenger. Service fee applicable. Accepted as extra checked baggage.
Archery Equipment	No	No	Yes	Yes	SPEQ	Special packing required. Service fee applicable. Accepted as extra checked baggage.
Bike	No	No	Yes	Yes	BIKE	Special packing required. Service fee applicable. Accepted as extra checked baggage.
Bike - Tandem	No	No	Yes	Yes	BIKE	Special packing required. Service fee applicable. Accepted as extra checked baggage.
Bulk baggage	No	Yes	Yes	Yes	BULK	Special packing required. Service fee applicable. Accepted as extra checked baggage.
Cabin baggage in seat	Not Applicable	Not Applicable	Yes	Yes	CBBG	Special packing required. Max. 75 kgs per seat. Service fee, extra seat applies.
Emotional support animals	Not applicable	Not applicable	Yes	Yes	ESAN	Restricted to cats and dogs, in a pet container. Accepted free of charge.
Firearms	No	No	Yes	Yes	WEAP	Special packing required. Firearms unloaded and ammunitions packed separated.
Fishing equipment	No	No	Yes	Yes	SPEQ	Special packing required. Service fee applicable.
Golf equipment	No	No	Yes	Yes	SPEQ	Special packing required. Service fee applicable.
Hang gliders	No	No	Yes	Yes	SPEQ	Special packing required. Maximum weight up to 20 kgs. Service fee applicable.
Kayaks	No	No	Yes	Yes	SPEQ	Special packing required. Service fee applicable.
Kite	No	No	Yes	Yes	SPEQ	Special packing required. Maximum weight up to 32 kgs. Service fee applicable.
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Pet container required. Max. weight allowed 32 kgs or 45 kgs per pet plus container. Service fee applicable.

## TP continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets in Cabin	Not applicable	Not applicable	Yes	Yes	PETC	Pet container required. Restricted to cats and dogs. Max. weight 8 kgs and limited dimensions apply. Service fee applicable.
Scuba Equipment	No	No	Yes	Yes	SPEQ	Special packing required. Service fee applicable. Accepted as extra checked baggage.
Service Animals	Not applicable	Not applicable	Yes	Yes	SVAN	Acceptance in cabin restricted to dogs only, with training. Pet container not required. Accepted free of charge.
Skis/Snowboard	No	No	Yes	Yes	SPEQ	Special packing required. Service fee applicable. Accepted as extra checked baggage.
Surfboard/Windsurfer	No	No	Yes	Yes	SPEQ	Special packing required. Max. weight 32 kgs. Service fee applicable. Accepted as extra checked baggage.
Wheelchair non-powered	No	No	Yes	Yes	WCMP plus WCHR/S/C service required (as applicable) shall be included	Accepted free of charge. Accepted as extra checked baggage.
Wheelchair with Dry Cell Batteries	No	No	Yes	Yes	WCBD plus WCHR/S/C service required (as applicable) shall be included	Accepted under conditions stipulated in DGR. Accepted as extra checked baggage, free of charge. According to IATA recommended practice "must be claimed and rechecked at each interline transfer point".
Wheelchair with Lithium Battery	No	No	Yes	Yes	WCLB plus WCHR/S/C service required (as applicable) shall be included	Accepted under conditions stipulated in DGR. Accepted as extra checked baggage, free of charge. According to IATA recommended practice "must be claimed and rechecked at each interline transfer point".
Wheelchair with Wet Cell Batteries	No	No	Yes	Yes	WCBW plus WCHR/S/C service required (as applicable) shall be included	Accepted under conditions stipulated in DGR. Accepted as extra checked baggage, free of charge. According to IATA recommended practice "must be claimed and rechecked at each interline transfer point".

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	Yes	Yes	WEAP	Cartridges must be securely boxed in quantity not exceeding 5 kg per pax. Ammunition with explosive or incendiary projectiles is prohibited for carriage by air. (All are for sporting purpose).
Archery Equipment	Yes	Yes	Yes	Yes	SPEQ	
Bike	Yes	Yes	Yes	recommended but not mandatory	BIKE	To protect other baggage/items from damage, bicycle only be accepted as baggage provided handlebar is turned lengthwise and pedals are taken off.
Bike - Tandem	No	No	Yes	recommended but not mandatory	BIKE	To protect other baggage/items from damage, bicycle only be accepted as baggage provided handlebar is turned lengthwise and pedals are taken off.
Bulk baggage	Yes	Yes	Yes	Yes	BULK	Maximum 32 kg in weight
Cabin baggage in seat and	No	No	Yes	Yes	CBBG	Maximum 50 kg per item per seat. Maximum 70 cm in height must be fitted in seat with seat belt.
Firearms	Yes	Yes	No	Yes	WEAP	Yes
Fishing equipment	Yes	Yes	Yes	Yes	SPEQ	Yes
Golf equipment	Yes	Yes	Yes	Yes	SPEQ	Yes
Hang gliders	Yes	Yes	Yes	Yes	SPEQ	Yes
Kayaks	No	No	No	Yes	SPEQ	Yes
Kite	Yes	Yes	Yes	Yes	SPEQ	Yes
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Yes, only dog or cat allowed.
Pets in Cabin	No	No	No	No		TG does not accept PETC since Sept. 2013
Scuba Equipment	Yes	Yes	Yes	Yes	SPEQ	
Service Animals	No	No	Yes	Yes	SVAN	SVAN accepted to accompany disability according to rules and regulation

## TG continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Skis/Snowboard	Yes	Yes	Yes	Yes	SPEQ	
Small Surfboard less than 2m/Wakeboard	No	No	No	Yes	SPEQ	
Surfboard/Windsurfer	No	No	No	Yes	SPEQ	
Wet Cell Batteries	Yes	Yes	Yes	Yes	WCBW <b>1</b>	Accept under condition stipulated in TG manual (dangerous goods chapter).
Wheelchair non-powered	Yes	Yes	Yes	Yes		
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	Yes	WCBD	Accept under conditions stipulated in TG manual (dangerous goods chapter)

**NOTE: 1** Most Star Alliance carriers will not allow WCBW type on their flights. It is necessary to check and confirmation must be received prior to accept.




**Turkish Airlines (TK)**

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	Yes	Yes	Must be requested.	Cartridges packed in strong container made of wood, metal or fibreboard, protected and secured against shock and movement inside container. Quantity not to exceed 5 kg per pax. (All for sporting purposes).
Archery Equipment	No	No	Yes	Yes	<b>1, 7</b>	No
Bike	No	No	Yes	Yes	Must be requested. <b>5</b>	No
Bike - Tandem	No	No	Yes	Yes	Must be requested. <b>5</b>	No
Bulk baggage	Yes	Yes	Yes	Yes	<b>1, 7</b>	No
Cabin baggage in seat	No	No	Yes	Yes	Must be requested. <b>2</b>	No. Must be restrained in seat.
Canoe	No (First piece free of charge)	No (First piece free of charge)	Yes	Yes	Must be requested. <b>1, 7</b>	No
Firearms	Yes	Yes	Yes	Yes	Must be requested. Only hunting weapons.	Yes
Fishing equipment	Yes	Yes	Yes	Yes	<b>1, 7</b>	No
Golf equipment	No (First piece free of charge)	No (First piece free of charge)	Yes	Yes	<b>1, 7</b>	No
Hang gliders	No	No	Yes	Yes	<b>1, 7</b>	No
Kayaks	No	No	Yes	Yes	<b>1, 7</b>	No
Kite	No	No	Yes	Yes	<b>1, 7</b>	No
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	Must be requested <b>3</b>	Yes

## TK continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets in Cabin	No	No	Yes	Yes	Must be requested. <b>4</b>	Yes
Scuba Equipment	No	No	Yes	Yes	<b>1, 7</b>	No. Tank must be empty.
Service Animals	Free of charge	Free of charge	Yes	Yes	Must be requested. <b>6</b>	No
Skis/Snowboard	No (First piece free of charge)	No (First piece free of charge)	Yes	Yes	<b>1, 7</b>	Yes
Small Surfboard less than 2m/Wakeboard	No	No	Yes	Yes	<b>1, 7</b>	No
Surfboard/Windsurfer	No	No	Yes	Yes	<b>1, 7</b>	No
Wet Cell Batteries	Not accepted.	Not accepted.	Not accepted.	Not accepted.	Not accepted.	Not accepted.
Wheelchair non-powered	Free of charge	Free of charge	Yes	Yes	Must be requested.	No
Wheelchair with Dry Cell Batteries	Free of charge	Free of charge	Yes	Yes	Must be requested.	Yes

**NOTE:** **1** Dimensions, weight and type of item must be advised. Not permitted over 32 kg. each piece.

**2** 1 piece allowed, max. size 50x59x67 cm. Max. weight 75 kgs. No size and weight restriction for musical instruments. Contrabass is not allowed in cabin.

**3** Dog and cat only. Dimensions of container, total weight and kind of animal must be advised.

**4** Dog and cat only. One species of animal per cabin class allowed on any Airbus and B777 aircraft. On other equipment, only one animal is accepted. Dimension of the box should be 45x35x23 cm. Weight of animal and cage cannot exceed 6 kgs.

**5** Dimensions, weight must be advised.

**6** Seeing-eye and Hearing-ear dogs to be requested as PETC. Service animals are accepted free of charge.

**7** Must be requested as XBAG.



## United (UA)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	Yes	Yes	WEAP	Yes, restrictions apply/country acceptance requirements apply.
Archery Equipment	Yes	Yes	Yes	No	N/A	Yes, in a hardsided container.
Bike	No	Yes (depending on weight)	Yes	No	BIKE	No, strongly recommended; aircraft limitations for UAX.
Bike - Tandem	No	Yes (depending on weight)	Yes	No	N/A	No, strongly recommended; aircraft limitations for UAX.
Bulk baggage	N/A	N/A	N/A	N/A	N/A	N/A
Cabin baggage in seat	No	N/A	Yes	Yes	CBBG	No, must be restrained in seat.
Firearms	Yes	Yes	Yes	Yes	WEAP	Yes, restrictions apply/country acceptance requirements apply.
Fishing equipment	Yes	Yes	Yes	No	N/A	Yes
Golf equipment	Yes	Yes	Yes	No	N/A	Yes
Hang gliders	No	No	Yes	N/A	N/A	Yes, Aircraft restrictions apply, not allowed on UAX.
Kayaks	No	No	No	N/A	N/A	Yes, aircraft restrictions apply, not allowed on UAX.
Kite	No	No	Yes	N/A	N/A	Treated as hang glider.
Pets as Checked Baggage (AVIH)	No	No	No	Yes	AVIH	Yes. Aircraft restrictions/country acceptance requirements apply, handled though UA Cargo.
Pets in Cabin	No	No	No	Yes	PETC	Yes, restrictions apply/country acceptance requirements apply.
Scuba Equipment	Yes	Yes	Yes	No	No	Restrictions apply + TSA mandated.
Service Animals	Yes	Yes	Yes	Yes	SVAN for service animal, ESAN for emotional support animal	No, country acceptance requirements apply.

## UA continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Skis/Snowboard	Yes	Yes	Yes	No	N/A	Yes
Small Surfboard less than 2m/Wakeboard	Yes	Yes	Yes	No	N/A	No. Aircraft restrictions apply.
Surfboard/Windsurfer	No	No	Yes	Yes	SPEQ	No. Aircraft restrictions apply.
Wet Cell Batteries	Yes	Yes	Yes	Yes	Applicable code to identify customer	Yes
Wheelchair non-powered	Yes	Yes	Yes	Yes	Applicable code to identify customer	No
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	Yes	Applicable code to identify customer	Yes. Aircraft and other restrictions.

# CARRY-ON BAGGAGE POLICY FOR STAR ALLIANCE GOLD

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## **WEIGHT & SIZE**

Weight and Size policy has not been harmonised. Please check individual carrier restrictions.

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## **PIECES**

### **2 / 2 POLICY:**

**2** pieces for First Class and **2** pieces for Business Class

The 2/2 policy applies to intercontinental flights, and domestic flights connecting to intercontinental flights. Intercontinental refers to travel between Europe, Asia, North America, South America, Australia, New Zealand and Africa. Some carriers may use "International", nonetheless, the policy is the same.

**NOTE:** Certain governments limit carry-on to one piece regardless of class of travel.

# IRREGULAR OPERATIONS HANDLING

When a flight is delayed, cancelled or re-routed, special guidelines and procedures have been created for re-booking and notification to the passengers and onward Star Alliance member carriers. Special rules and exceptions apply for EU carriers and non-EU carriers operating from the EU.

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## **COMMUNICATION TO THE CUSTOMER**

For all disrupted services, communication to customers must be provided immediately when known, and not later than scheduled boarding time with updates every 15 minutes or as appropriate.

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## **COMMUNICATION BETWEEN STAR ALLIANCE MEMBER CARRIERS**

A common SITA address, K9, at all stations is available to send messages regarding customer disservice or intra-airline information for action by a Customer Service staff member. This may include information regarding customers with new connections due to the delay.

# IRREGULAR OPERATIONS HANDLING

## STAR ALLIANCE TELEX FORMAT

A common template has been developed for transmittal of customer messages / information. See below.

Y.

QK JFKK9UA

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VERY IMPORTANT / STAR ALLIANCE PASSENGER SERVICE REQUEST

#####

FROM: AGENT SUZUKI / KIXKINH / ALL NIPPON AIRWAYS

RE: REBOOKING REQUEST FOR DISRUPTED FLIGHT

FLT NO: NH0153 / DATE: 02SEP99 / SECTOR: NRT-JFK

DEP: 14:55L (LOCAL TIME) / ARR: 23:45L (LOCAL TIME)

PAX NAME: KUROKI/TOSHIHIDEMR NOGUCHI/HIROMR KATO /TOMASITOMR

TTL NBR OF PAX: 3 PAX

INFO: ATTN UA - NH0153 CLD NRTJFK STP PSGR PRO ON NH0983 NOW MSCNX JFK TO ORD STP PLS RE-  
BOOK ON NEXT AVAILABLE FLIGHT STP BAG TAG DETAILS NH00000000

### **AMENITIES - CONTROLLABLE\***

In the event of a controllable delay, Star Alliance member carriers will provide amenities such as accommodation, refreshment, meals and transportation for customers as appropriate.

---

### **AMENITIES - UNCONTROLLABLE\***

In the event of an uncontrollable delay, Star Alliance member carriers will provide amenities to Premium Customers (First, Business and Star Alliance Gold) travelling on an Intercontinental journey including connection to/from domestic services.

Intercontinental refers to travel between Europe, Asia, North America, South America, Australia, New Zealand and Africa. A connection is defined as one that does not exceed 24 hours.

Some carriers apply amenities provision to international journeys. Please check procedures manual.

\*Special conditions apply for EU registered carriers and non-EU registered carriers operating from the EU.

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# IRREGULAR OPERATIONS HANDLING

## **REBOOKING**

The policies apply in all irregularity situations. When a customer's travel plan is disrupted due to a flight irregularity and rebooking is required, the following procedures apply to all Star Alliance member carriers. Alternate transportation may apply when no flights are available on the same day or protection is not acceptable to the customer. The policies apply to all customers with confirmed reservations and those who have been accepted on the flight. Rebooking shall be done wherever an irregularity takes place, everything else is an exceptional case. If no common reservations system exists, make same-day rebooking on another airline by phone in order to avoid the risk that bookings may be rejected later.

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## **ONWARD CARRIAGE**

Provide onward carriage with the least possible delay to the destination shown on the ticket(s).

**NOTE:** NZ – onward tickets must be on the same ticket or issued in conjunction.

---

## **SAME RATED ROUTING\***

Rebook on the same rated routing whenever possible.

\*Special conditions apply for EU registered carriers and non-EU registered carriers operating from the EU.

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## **CARRIER ORDER**

Rebook in the following carrier order, depending on frequency of flights and the customer's best interest:

- Own airline
- Star Alliance member airline
- Non-Star Alliance member airline (OAL)

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**PASSPORT OR VISA**

Identify any passport or visa constraints that would affect rebooking customers via alternate routing.

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**SAME BOOKING CLASS**

Rebook in the same booking class whenever possible.

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**HIGHER CABIN CLASS**

If booking in a higher cabin class is required, preference must be given to Star Alliance Gold and full-fare customers. Rebooking in a higher cabin class on another Star Alliance carrier or another airline is only permitted with prior approval of the new receiving carrier. Additional cost may apply.

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**STANDBY**

Previously inconvenienced customers that receive standby status should receive special priority.

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**ALTERNATIVE TRANSPORTATION**

Alternative transportation, such as taxi, train or bus will be provided on request or when no alternative flights are available.

# INTERLINE E-TICKETING FAQ - AIRPORTS

## MISSING DOCUMENTS

**Q: What do I do if the present credit card indicator (fraud indicator) has been set and the passenger can't produce the credit card used to purchase the ticket? (note: Not all carriers use this indicator)**

**A:** If the passenger can't produce the credit card used to purchase the interline e-ticket, he/she is required to purchase a new ticket. Alternatively, the original issuing carrier may be contacted for authorisation.

## MISSING DATA

**Q: What do I do if I can't find the interline e-ticket coupon?**

**A:** Get as much information about the journey as you can from the passenger. Use this information to search for the e-ticket using alternative search criteria. If you still can't find it, call your help desk.

**Q: What do I do if I can find the PNR but not the ticket?**

**A:** Get as much information about the journey as you can from the passenger. Use this information to search for the e-ticket using alternative search criteria. If you still can't find it, call your help desk.

**Q: What do I do if I can find neither the PNR nor the ticket?**

**A:** Get as much information about the journey as you can from the passenger. Use this information to search for the e-ticket using alternative search criteria. If you still can't find it, call your help desk.

**Q: What do I do if I can't get control of the interline e-ticket coupon?**

**A:** Call your help desk.

## **IRREGULAR OPERATIONS**

**Q: How do I handle an IRROP situation when the operating flight has been cancelled?**

**A:** According to individual carrier processes.

**Q: How do I handle an IRROP situation when another operating flight has been cancelled and a passenger is coming to me?**

**A:** According to individual carrier processes.

**Q: How do I handle re-routes?**

**A:** According to individual carrier processes.

## **MODIFICATIONS**

**Q: Is there a help desk number in case of problems?**

**A:** Most carriers have their own help desks. Airport agents are to call their own internal help desk.

**Q: What do I have to do if I have to make a name correction in the PNR?**

**A:** Contact airline ticket office or help desk.



# LOUNGES

# LOUNGE ACCESS

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## **INTERNATIONAL FIRST CLASS CUSTOMERS**

Customers have access to International First Class and/or any Star Alliance member carriers' own lounges.

- Customer must present a boarding pass for travel in International First Class on a Star Alliance flight;
  - Customer must be departing from the local airport in International First Class;
  - Customer must be a revenue customer;
  - Customer is entitled to one guest.
- 

## **INTERNATIONAL BUSINESS CLASS CUSTOMERS**

Customers have access to any Star Alliance member carriers' owned Business Class lounges.

- Customer must present a boarding pass for travel in International Business Class on a Star Alliance flight;
  - Customer must be departing from the local airport in International Business Class;
  - Customer must be a revenue customer;
  - Customer is not entitled to any guests.
- 

## **DOMESTIC FIRST CLASS**

Some Star Alliance member carriers offer lounge access to customers travelling in Domestic First Class.

- Where Domestic First Class-level lounges are offered, customers must present a boarding pass for travel in Domestic First Class on a Star Alliance flight;
- Customer must be departing from the local airport in Domestic First Class;
- Customer must be a revenue customer;
- Customer is entitled to one guest.

## **DOMESTIC BUSINESS CLASS**

Some Star Alliance member carriers offer lounge access to customers travelling in Domestic Business Class.

- Where Domestic Business Class-level lounges are offered, customers must present a boarding pass for travel in Domestic Business Class on a Star Alliance flight;
  - Customer must be departing from the local airport in Domestic Business Class;
  - Customer must be a revenue customer;
  - Customer is not entitled to any guests.
- 

## **STAR ALLIANCE GOLD (SAG) CUSTOMERS TRAVELLING IN ANY CLASS**

Customers have access to any Star Alliance member carriers' owned lounges with the Star Alliance Gold logo at the entrance. To gain access:

- The Customer must present a boarding pass for travel on a Star Alliance flight departing from the local airport.
- The Customer must present proof of SAG-level status. This is indicated on the boarding pass by XX\*G, where XX is the carrier code of the carrier with whom the customer has SAG-level status. If the boarding pass does not show this, but the customer can prove Star Alliance Gold status via a valid frequent flyer programme SAG-level card, access must be granted. In cases where the customer does not have the physical card, another valid indication of SAG-level status can be accepted.
- Where a discrepancy exists between the loyalty status levels displayed on the frequent flyer programme card, boarding pass, other document presented and/or the Star Alliance Premium Customer Database, the highest displayed level will be honoured. EXAMPLE: boarding pass shows xx\*S (xx = airline code \*S=Star Alliance Silver), but customer presents a valid FFP card showing the Star Alliance Gold logo: customer must be given access to the lounge.

Always consult your supervisor or airline representative before turning away a customer. A customer who qualifies for lounge access is entitled to bring one guest, who must also have a boarding pass for a Star Alliance flight leaving from the relevant airport the same day.

Note: UA customers may only access the United Clubs within the U.S. when travelling in conjunction with a Star Alliance international flight.

- Customer must also present a boarding pass for travel on a Star Alliance flight departing from the local airport;
  - Customer is entitled to one guest;
  - UA customers may only access the United Clubs within the U.S. when travelling in conjunction with a Star Alliance international flight.
- 

### **PAID LOUNGE MEMBERSHIP CUSTOMERS**

Eligible Paid Lounge Membership customers have access to any Star Alliance member carriers' owned Business Class lounges.

- Eligible Paid Lounge Membership customers include: Air Canada Maple Leaf Club - Worldwide, and United Airlines United Club;
  - Customer must present a valid eligible paid lounge membership card which displays the Star Alliance Lounge logo;
  - Customer must also present a boarding pass for travel on a Star Alliance flight departing from the local airport;
  - Customer is entitled to one guest.
- 

### **DEFINITIONS: TYPE OF LOUNGES**

- **MEMBER CARRIERS' OWNED LOUNGES:** Departure lounges owned, operated by Star Alliance member carriers. Arrival lounges are not included.
- **CONTRACT LOUNGES:** Lounges owned and operated by a third party and contracted for use by Star Alliance member carriers.
- **STAR ALLIANCE BRANDED LOUNGES:** Lounges operated on behalf of a subset of Star Alliance member carriers with Star Alliance branding.



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## **DEFINITIONS: TYPE OF ELIGIBLE CUSTOMERS**

- **INTERNATIONAL FIRST CLASS CUSTOMERS:** Customers travelling with a boarding pass for a Star Alliance flight in International First Class departing from the local airport.
- **INTERNATIONAL BUSINESS CLASS CUSTOMERS:** Customers travelling with a boarding pass for a Star Alliance flight in International Business Class departing from the local airport.
- **DOMESTIC FIRST CLASS CUSTOMERS:** Customers travelling with a boarding pass for a Star Alliance flight in Domestic First Class departing from the local airport.
- **DOMESTIC BUSINESS CLASS CUSTOMERS:** Customers travelling with a boarding pass for a Star Alliance flight in Domestic Business Class departing from the local airport.
- **STAR ALLIANCE GOLD (SAG) CUSTOMERS:** Customers identified as SAG-level customers in the Star Alliance Premium Customer Database (via valid boarding pass with XX\*G indicator) or holding proof of their SAG-level status (e.g. a valid frequent flyer programme SAG level card)
- **ELIGIBLE PAID LOUNGE MEMBERSHIP CUSTOMERS:** Some of the Star Alliance member carriers have Paid Lounge Membership programmes included in the Star Alliance Lounge Access Policy. These include members of Air Canada Maple Leaf Club - Worldwide, and United Airlines United Club.
- **ELIGIBLE GUESTS:** International First, Star Alliance Gold and Eligible Paid Lounge Membership customers are entitled to one guest:
  - The guest must enter the designated lounge with the eligible customer;
  - The guest must also present a boarding pass for any Star Alliance flight departing from the local airport.

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## **DEFINITIONS: OTHERS**

- STAR ALLIANCE FLIGHT: Flights operated under the two-letter code of a Star Alliance member carrier.
- Access and Billing Priority: Access to lounge and billing will be determined in order by boarding pass, followed by SAG and Paid Lounge Membership cards, including their guests.
- BOARDING PASS FOR A STAR ALLIANCE FLIGHT: Boarding pass must display the two-letter code for a Star Alliance member carrier operated flight departing from that airport.
- INFANTS: Infants of eligible customers should be provided with lounge access without limit to the number of infants accompanying an eligible customer. Infants do not count as guests. There is no cross-charging for infants.
- INFANT DEFINITION: An infant is defined by IATA as a child under two (2) years of age.
- REVENUE TICKET/CUSTOMER: All customers excluding airline staff. Customers travelling on discounted fares, frequent flyer award tickets or upgrades are considered revenue customers and are included as revenue customers. Airline employees flying on free or service charge tickets, or Industry Discount (e.g., ID50, ID75, ID90) tickets are not generally considered revenue passengers but individual airline policies may vary.
- LOUNGE CAPACITY: Some lounges are capacity restricted. All eligible customers will be given equal access to these lounges based on the availability of seating, including guests.

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## **CONTRACT LOUNGES**

SAG customers have access to third party contract lounges contracted by the Star Alliance member carrier on which the customer is travelling.

- Customer must present proof of SAG-level status via a valid frequent flyer programme SAG-level card or other valid indication of SAG-level status, such as XX\*G on the boarding pass where XX is the carrier code of the carrier with whom the customer has SAG-level status;
  - Customer must also present a boarding pass for a Star Alliance flight departing from that local airport having a contract with the third-party lounge;
  - Customer is entitled to one guest. Guest must be departing on the same carrier as the eligible SAG customer;
  - Paid Lounge Membership customers are not entitled to use any contract lounges.
- 

### **STAR ALLIANCE BRANDED LOUNGES**

Access policy for Star Alliance branded lounges is the same as for the member carriers' owned lounges. Pre-requisite for access is that the individual member carrier has signed an agreement with the assigned operator.

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### **OTHERS**

Lounge access not explicitly addressed in the previous sections is outside the scope of the SAE 2.1 Lounge Access Standard and should be agreed upon bilaterally. Different rates and/or billing procedures may be applied.

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### **LOUNGE NETWORK**










The Star Alliance network offers Star Alliance Gold customers access to more than 1,000 airport lounges worldwide, owned, operated or contracted by a Star Alliance member carrier.

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### **STAR ALLIANCE GOLD SIGNS**







Star Alliance Gold signs have been placed at all Star Alliance Gold Lounge entrances.

# LOUNGE ACCESS CHART

	BOARDING PASS ACCESS				Star Alliance Gold	CARD ACCESS	
	Int'l First Class	Int'l Business Class	Domestic First Class	Domestic Business Class		AC Maple Leaf Club - Worldwide	United Club
 Aegean Club Lounge	✓	✓	-	✓	✓	✓	✓
 Maple Leaf Lounge	✓	✓	-	✓	✓	✓	✓
 Air China Lounge (First Class) Air China Lounge (Business Class)	✓	-	✓	-	-	-	-
	✓	✓	✓	✓	✓	✓	✓
 Air India First Class Lounge Air India Business Class Lounge Maharajah First Class Lounge Maharajah Business Class Lounge Executive Lounge	✓	-	-	-	-	-	-
	✓	✓	-	✓	✓	✓	✓
	✓	-	-	-	-	-	-
	✓	✓	-	✓	✓	✓	✓
	✓	✓	-	✓	✓	✓	✓
 International Lounge Koru Lounge	✓	✓	-	-	✓	✓	✓
	✓	✓	-	-	✓	✓	✓
 ANA Suite Lounge ANA Lounge CLUB ANA Lounge	✓	-	-	-	-	-	-
	✓	✓	✓	-	✓	✓ <sup>3</sup>	✓ <sup>3</sup>
	✓	✓	-	-	✓	✓	✓
 Asiana Lounge (First Class) Asiana Lounge (Business Class) Asiana Lounge (Domestic)	✓	-	-	-	-	-	-
	✓	✓	-	-	✓	✓	✓
	-	-	-	-	✓	✓	✓
 HON Circle Lounge Austrian Senator Lounge Austrian Business Lounge	✓ <sup>2</sup>	-	-	-	-	-	-
	✓	-	-	-	✓	-	-
	✓	✓	-	✓	✓	✓	✓
 VIP Lounge	✓	✓	-	✓	✓	✓	✓

**BOARDING PASS ACCESS**
**CARD ACCESS**

	Int'l First Class	Int'l Business Class	Domestic First Class	Domestic Business Class	Star Alliance Gold ✦	AC Maple Leaf Club - Worldwide	United Club
 Business Lounge Sunrise Lounge	✓	✓	-	-	✓	✓	✓
 Copa Club	✓	✓	-	-	✓	✓	✓
 EGYPTAIR First Class Lounge EGYPTAIR Business Class Lounge	✓	-	-	-	-	-	-
 Cloud Nine Lounge	✓	✓	-	✓	✓	✓	✓
 EVA Lounge EVA Lounge (The Star)	✓ <sup>5</sup>	✓ <sup>5</sup>	-	-	✓ <sup>5</sup>	✓ <sup>5</sup>	✓ <sup>5</sup>
 LOT Business Lounge - Polonez	✓	✓	-	✓	✓	✓	✓
 First Class Lounge Senator Lounge Business Lounge	✓ <sup>2</sup>	-	-	-	-	-	-
 Scandinavian Lounge Business Lounge	✓	✓	-	-	✓	✓	✓
 King Lounge	✓	✓	-	✓	✓	✓	✓
 SilverKris Lounge (First Class) SilverKris Lounge (Business Class) SilverKris Lounge Gold Lounge	✓	-	-	-	-	-	-
 SilverKris Lounge (Business Class) SilverKris Lounge Gold Lounge	✓	✓	-	-	✓ <sup>4</sup>	✓ <sup>4</sup>	✓ <sup>4</sup>
 Baobab Premium Class Lounge	✓	✓	-	✓	✓	✓	✓
 Star Alliance Lounge (First Class) Star Alliance Lounge (Business Class)	✓	-	-	-	-	-	-
 Star Alliance Lounge (Business Class)	✓	✓	-	✓	✓	✓	✓

		BOARDING PASS ACCESS				CARD ACCESS		
		Int'l First Class	Int'l Business Class	Domestic First Class	Domestic Business Class	Star Alliance Gold 	AC Maple Leaf Club - Worldwide	United Club
	SWISS First Class Lounge	✓ <sup>2</sup>	-	-	-	-	-	-
	Senator Lounge	✓	-	-	-	✓	-	-
	SWISS Business Class Lounge	✓	✓	-	✓	✓	✓	✓
	TAP Premium Lounge	✓	✓	-	✓	✓	✓	✓
	Blue Lounge (Domestic Lounge)	-	-	- ✓	✓	✓	✓	-
	Royal First Lounge	✓ <sup>2</sup>	-	-	-	-	-	-
	Royal Silk Lounge	✓	✓	-	✓	✓	✓	✓
	Royal Orchid Lounge	✓	✓	-	✓	✓	✓	✓
	Business Class Lounge	✓	✓	-	✓	✓	✓	✓
	United International First Lounge	✓	-	-	-	-	-	-
	United Club	✓	✓	-	-	✓ <sup>1</sup>	✓	✓

**NOTE:** 1 UA and SAG customers may only access the UA United Clubs within the United States when travelling in conjunction with a Star Alliance international flight.

2 Except: HON/First Class Lounge in FRA/MUC for LH, ZRH/GVA for LX and VIE for OS; BKK TG Spa Lounge.

3 NRT and HND International Departures Lounge only.

4 Except SIN.

5 TPE only.

# DESTINATIONS WITH LOUNGES

This section provides a quick reference to key destination information for customers. The destinations listed are where each airport has at least one of these facilities: Gold Lounge or First Class Lounge.

For each city, you will find which carrier has a Star Alliance Gold Lounge, or which carrier has a First Class lounge. The two-letter carrier code in “gold” type is the owner of a Star Alliance Gold Lounge.

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Hong Kong</b> China	<b>HKG</b> Hong Kong International Airport	<b>SQ, TG, UA</b>	TG, UA

For example, at Hong Kong International Airport:  
SQ, TG and UA operate Star Alliance Gold Lounges.  
TG and UA also operate a First Class Lounge.

Please refer to Lounge Access policies.

## DESTINATIONS WITH LOUNGES: A

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Adana</b> Turkey	<b>ADA</b> Adana Sakirpasa Airport	<b>TK</b>	
<b>Addis Ababa</b> Ethiopia	<b>ADD</b> Bole International Airport	<b>ET</b>	
<b>Adelaide</b> Australia	<b>ADL</b> Adelaide International Airport	<b>SQ</b>	
<b>Ankara</b> Turkey	<b>ESB</b> Esenboga International Airport	<b>TK</b>	
<b>Antalya</b> Turkey	<b>AYT</b> Antalya Airport	<b>TK</b>	
<b>Armenia</b> Colombia	<b>AXM</b> Armenia, Colombia	<b>AV</b>	
<b>Athens</b> Greece	<b>ATH</b> Eleftherios Venizelos International Airport	<b>A3, LH</b>	
<b>Atlanta</b> United States	<b>ATL</b> Hartsfield-Jackson Atlanta International Airport	<b>UA</b>	



## DESTINATIONS WITH LOUNGES: A-B

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Auckland</b> New Zealand	<b>AKL</b> Auckland International Airport	<b>NZ</b>	
<b>Austin</b> United States	<b>AUS</b> Austin-Bergstrom International Airport	<b>UA</b>	
<b>Bangkok</b> Thailand	<b>BKK</b> Suvarnabhumi International Airport	<b>BR, SQ, TG</b>	BR, TG
<b>Barranquilla</b> Colombia	<b>BAQ</b> Barranquilla (Ernesto Cortissoz), Colombia	<b>AV</b>	
<b>Basel</b> Switzerland	<b>BSL</b> EuroAirport Basel-Mulhouse-Freiburg	<b>LX</b>	
<b>Beijing</b> China	<b>PEK</b> Beijing Capital International Airport	<b>CA</b>	CA
<b>Berlin</b> Germany	<b>TXL</b> Berlin Tegel/Otto Lilienthal Airport	<b>LH</b>	
<b>Bodrum</b> Turkey	<b>BJV</b> Milas-Bodrum Airport	<b>TK</b>	
<b>Bogota</b> Colombia	<b>BOG</b> Bogota (Eldorado), Colombia	<b>AV</b>	AV

## DESTINATIONS WITH LOUNGES: B-C

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Boston</b> United States	<b>BOS</b> Logan International Airport	<b>LH, UA</b>	
<b>Bremen</b> Germany	<b>BRE</b> Bremen Airport	<b>LH</b>	
<b>Brisbane</b> Australia	<b>BNE</b> Brisbane International Airport	<b>NZ, SQ</b>	
<b>Brussels</b> Belgium	<b>BRU</b> Brussels National Airport	<b>SK, SN</b>	
<b>Bucaramanga</b> Colombia	<b>BGA</b> Bucaramanga (Palonegro), Colombia	<b>AV</b>	
<b>Buenos Aires</b> Argentina	<b>EZE</b> Ministro Pistarini International Airport		
<b>Cairo</b> Egypt	<b>CAI</b> Cairo International Airport	<b>MS</b>	
<b>Calgary</b> Canada	<b>YYC</b> Calgary International Airport	<b>AC</b>	


## DESTINATIONS WITH LOUNGES: C

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Cali</b> Colombia	<b>CLO</b> Cali (Alfonso Bonilla Aragon), Colombia	<b>AV</b>	
<b>Cape Town</b> South Africa	<b>CPT</b> Cape Town International Airport	<b>SA</b>	
<b>Cartagena de Indias</b> Colombia	<b>CTG</b> Cartagena de Indias (Rafael Nunez), Colombia	<b>AV</b>	
<b>Cheju</b> South Korea	<b>CJU</b> Cheju International Airport	<b>OZ</b>	
<b>Chengdu</b> China	<b>CTU</b> Chengdu Shuangliu international Airport	<b>CA</b>	CA
<b>Chiang Mai</b> Thailand	<b>CNX</b> Chiang Mai International Airport	<b>TG</b>	
<b>Chiang Rai</b> Thailand	<b>CEI</b> Chiang Rai International Airport	<b>TG</b>	
<b>Chicago</b> United States	<b>ORD</b> Chicago O'Hare International Airport	<b>LX, SK, UA</b>	LX, UA

## DESTINATIONS WITH LOUNGES: C-D

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Christchurch</b> New Zealand	<b>CHC</b> Christchurch International Airport	<b>NZ</b>	
<b>Cleveland</b> United States	<b>CLE</b> Cleveland-Hopkins International Airport	<b>UA</b>	
<b>Cologne</b> Germany	<b>CGN</b> Cologne-Bonn Airport	<b>LH</b>	
<b>Copenhagen</b> Denmark	<b>CPH</b> Copenhagen Kastrup Airport	<b>SK</b>	
<b>Cucuta</b> Colombia	<b>CUC</b> Cucuta (Camilo Daza), Colombia	<b>AV</b>	
<b>Dalaman</b> Turkey	<b>DLM</b> Dalaman International Airport	<b>TK</b>	
<b>Dallas</b> United States	<b>DFW</b> Dallas Fort Worth International Airport	<b>UA</b>	
<b>Delhi</b> India	<b>DEL</b> Indira Gandhi International Airport	<b>AI, LH</b>	AI

## DESTINATIONS WITH LOUNGES: D-E

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Denver</b> United States	<b>DEN</b> Denver International Airport	<b>UA</b>	
<b>Detroit</b> United States	<b>DTW</b> Detroit Metropolitan Wayne County Airport	<b>LH</b>	
<b>Dhaka</b> Bangladesh	<b>DAC</b> Zia International Airport	<b>TG</b>	
<b>Dresden</b> Germany	<b>DRS</b> Dresden Airport	<b>LH</b>	
<b>Dubai</b> United Arab Emirates	<b>DXB</b> Dubai International Airport	<b>LH</b>	
<b>Dunedin</b> New Zealand	<b>DUD</b> Dunedin International Airport	<b>NZ</b>	
<b>Durban</b> South Africa	<b>DUR</b> Durban International Airport	<b>SA</b>	
<b>Dusseldorf</b> Germany	<b>DUS</b> Dusseldorf International Airport	<b>LH</b>	
<b>East London</b> South Africa	<b>ELS</b> East London Airport	<b>SA</b>	

## DESTINATIONS WITH LOUNGES: E-G

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Edmonton</b> Canada	<b>YEG</b> Edmonton International Airport	<b>AC</b>	
<b>Fort Lauderdale</b> United States	<b>FLL</b> Fort Lauderdale/Hollywood International Airport	<b>UA</b>	
<b>Frankfurt</b> Germany	<b>FRA</b> Frankfurt Main International Airport	<b>LH</b>	
<b>Fukuoka</b> Japan	<b>FUK</b> Fukuoka Airport	<b>NH</b>	
<b>Funchal</b> Portugal	<b>FNC</b> Funchal Madeira Airport	<b>TP</b>	
<b>Gaziantep</b> Turkey	<b>GZT</b> Gaziantep Airport	<b>TK</b>	
<b>Geneva</b> Switzerland	<b>GVA</b> Geneva International Airport	<b>LX</b>	
<b>Gothenburg</b> Sweden	<b>GOT</b> Gothenburg Landvetter Airport	<b>SK</b>	

## DESTINATIONS WITH LOUNGES: G-H

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Guam</b> Guam	<b>GUM</b> Guam International Airport	<b>UA</b>	
<b>Guatemala City</b> Guatemala	<b>GUA</b> Guatemala City (La Aurora), Guatemala	<b>CM</b>	
<b>Gwangju</b> South Korea	<b>KWJ</b> Gwangju Airport	<b>OZ</b>	
<b>Halifax</b> Canada	<b>YHZ</b> Halifax International Airport	<b>AC</b>	
<b>Hamburg</b> Germany	<b>HAM</b> Hamburg Fuhlsbuttel Airport	<b>LH</b>	
<b>Hamilton</b> New Zealand	<b>HLZ</b> Hamilton International Airport	<b>NZ</b>	
<b>Hannover</b> Germany	<b>HAJ</b> Hannover Langenhagen International Airport	<b>LH</b>	
<b>Harare</b> Zimbabwe	<b>HRE</b> Harare International Airport	<b>SA</b>	

## DESTINATIONS WITH LOUNGES: H-I



City Country	Airport Code Airport Name		
<b>Hat Yai</b> Thailand	<b>HDY</b> Hat Yai International Airport	<b>TG</b>	
<b>Helsinki</b> Finland	<b>HEL</b> Helsinki Vantaa International Airport	<b>SK</b>	
<b>Hiroshima</b> Japan	<b>HIJ</b> Hiroshima International Airport	<b>NH</b>	
<b>Hohhot</b> China	<b>HET</b> Hohhot Baita International Airport	<b>CA</b>	CA
<b>Hong Kong</b> China	<b>HKG</b> Hong Kong International Airport	<b>SQ, TG, UA</b>	TG, UA
<b>Honolulu</b> United States	<b>HNL</b> Honolulu International Airport	<b>UA</b>	
<b>Houston</b> United States	<b>IAH</b> George Bush Intercontinental Airport	<b>UA</b>	
<b>Hyderabad</b> India	<b>HYD</b> Hyderabad, India	<b>AI</b>	
<b>Istanbul</b> Turkey	<b>IST</b> Istanbul Ataturk International Airport	<b>TK</b>	



## DESTINATIONS WITH LOUNGES: I-K

City Country	Airport Code Airport Name		
<b>Izmir</b> Turkey	<b>ADB</b> Izmir Adnan Menderes International Airport	<b>TK</b>	
<b>Johannesburg</b> South Africa	<b>JNB</b> OR Tambo International Airport	<b>SA</b>	
<b>Kagoshima</b> Japan	<b>KOJ</b> Kagoshima Airport	<b>NH</b>	
<b>Kaohsiung</b> Taiwan	<b>KHH</b> Kaohsiung (International), Taiwan	<b>BR</b>	<b>BR</b>
<b>Kathmandu</b> Nepal	<b>KTM</b> Kathmandu Tribhuvan International Airport	<b>TG</b>	
<b>Khon Kaen</b> Thailand	<b>KKC</b> Khon Kaen International Airport	<b>TG</b>	
<b>Kiev</b> Ukraine	<b>KBP</b> Kiev Borispol, Ukraine	<b>OS</b>	
<b>Komatsu</b> Japan	<b>KMQ</b> Komatsu Airport	<b>NH</b>	
<b>Krabi</b> Thailand	<b>KBV</b> Krabi Airport	<b>TG</b>	

## DESTINATIONS WITH LOUNGES: K-L

<b>City</b> Country	<b>Airport Code</b> Airport Name	 GOLD	
<b>Kuala Lumpur</b> Malaysia	<b>KUL</b> Kuala Lumpur International Airport	<b>SQ, TG</b>	
<b>Larnaca</b> Cyprus	<b>LCA</b> Larnaca International Airport	<b>A3</b>	
<b>Las Vegas</b> United States	<b>LAS</b> McCarran International Airport	<b>UA</b>	
<b>Leipzig</b> Germany	<b>LEJ</b> Leipzig Halle Airport	<b>LH</b>	
<b>Lisbon</b> Portugal	<b>LIS</b> Lisbon Portela Airport	<b>TP</b>	
<b>London</b> United Kingdom	<b>LHR</b> London Heathrow Airport	 <b>AC, AI, LH, SK, SQ, UA</b>	 <b>SQ</b>
<b>Los Angeles</b> United States	<b>LAX</b> Los Angeles International Airport	 <b>AC, NZ, UA,</b>	 <b>UA</b>
<b>Lusaka</b> Zambia	<b>LUN</b> Lusaka International Airport	<b>SA</b>	

NOTE: There are many moves and changes at LHR in 2014 due to the opening of the new T2. The lounge information shown will be correct from October, 2014.

## DESTINATIONS WITH LOUNGES: M

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Manila</b> Philippines	<b>MNL</b> Ninoy Aquino International Airport	<b>SQ, TG</b>	
<b>Manizales</b> Colombia	<b>MZL</b> Manizales, Colombia	<b>AV</b>	
<b>Matsuyama</b> Japan	<b>MYJ</b> Matsuyama Airport	<b>NH</b>	
<b>Medellin</b> Colombia	<b>MDE</b> Medellin (Olaya Herrera), Colombia	<b>AV</b>	
<b>Melbourne</b> Australia	<b>MEL</b> Tullamarine International Airport	<b>NZ, SQ, UA</b>	<b>SQ</b>
<b>Mexico</b> Mexico	<b>MEX</b> Benito Juarez International Airport	<b>UA</b>	
<b>Milan</b> Italy	<b>MLX</b> Milan Malpensa Airport	<b>LH</b>	
<b>Minneapolis/St. Paul</b> United States	<b>MSP</b> Minneapolis St. Paul International Airport	<b>UA</b>	
<b>Montreal</b> Canada	<b>YUL</b> P. E. Trudeau International Airport	<b>AC</b>	

## DESTINATIONS WITH LOUNGES: M-N

City Country	Airport Code Airport Name		
<b>Moscow</b> Russia	<b>DME</b> Moscow (Moskva), Moscow (Domodedovo), Russia	<b>LX</b>	
	<b>VKO</b> Moscow (Moskva), Moscow (Vnukovo), Russia	<b>TK</b>	
<b>Mumbai (Bombay)</b> India	<b>BOM</b> Chhatrapati Shivaji International Airport	<b>AI</b>	
<b>Munich</b> Germany	<b>MUC</b> Munich Franz Josef Strauss	<b>LH</b>	
<b>Nadi</b> Fiji	<b>NAN</b> Nadi International Airport	<b>NZ</b>	
<b>Nagoya</b> Japan	<b>NGO</b> Central Japan International Airport	 <b>NH</b>	
<b>Nanjing</b> China	<b>NKG</b> Nanjing Lukou International Airport	<b>ZH</b>	<b>ZH</b>
<b>Napier / Hastings</b> New Zealand	<b>NPE</b> Napier Airport	<b>NZ</b>	
<b>Nelson</b> New Zealand	<b>NSN</b> Nelson Airport	<b>NZ</b>	

## DESTINATIONS WITH LOUNGES: N-O

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>New Plymouth</b> New Zealand	<b>NPL</b> New Plymouth Airport	<b>NZ</b>	
<b>New York</b> United States	<b>JFK</b> John F. Kennedy International Airport	<b>AI, LH, LX, UA</b>	LX, UA AI
	<b>EWR</b> Newark Liberty International Airport	<b>LH, SK, UA</b>	
	<b>LGA</b> La Guardia Airport	<b>UA</b>	
<b>Nuremberg</b> Germany	<b>NUE</b> Nuremberg Airport	<b>LH</b>	
<b>Okinawa</b> Japan	<b>OKA</b> Okinawa Naha Airport	<b>NH</b>	
<b>Orlando</b> United States	<b>MCO</b> Orlando International Airport	<b>UA</b>	
<b>Osaka</b> Japan	<b>KIX</b> Osaka Kansai International Airport	<b>NH, TG,</b>	
	<b>ITM</b> Osaka Itami Airport	<b>NH</b>	

## DESTINATIONS WITH LOUNGES: O-P

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Oslo</b> Norway	<b>OSL</b> Oslo Gardermoen Airport	<b>SK</b>	
<b>Ottawa</b> Canada	<b>YOW</b> Macdonald-Cartier International Airport	<b>AC</b>	
<b>Palmerston North</b> New Zealand	<b>PMR</b> Palmerston North International Airport	<b>NZ</b>	
<b>Panama City</b> Panama	<b>PTY</b> Tocumen International Airport	<b>CM</b>	
<b>Paris</b> France	<b>CDG</b> Charles de Gaulle	 <b>AC, LH, SK</b>	
<b>Penang</b> Malaysia	<b>PEN</b> Penang International Airport	<b>SQ</b>	
<b>Pereira</b> Colombia	<b>PEI</b> Pereira (Matecana), Colombia	<b>AV</b>	
<b>Perth</b> Australia	<b>PER</b> Perth International Airport	<b>SQ</b>	
<b>Philadelphia</b> United States	<b>PHL</b> Philadelphia International Airport	<b>UA</b>	

## DESTINATIONS WITH LOUNGES: P-R

City Country	Airport Code Airport Name		
<b>Phitsanulok</b> Thailand	<b>PHS</b> Phitsanulok Airport	<b>TG</b>	
<b>Phoenix</b> United States	<b>PHX</b> Phoenix Sky Harbor International Airport	<b>UA</b>	
<b>Phuket</b> Thailand	<b>HKT</b> Phuket International Airport	<b>TG</b>	
<b>Port Elizabeth</b> South Africa	<b>PLZ</b> Port Elizabeth Airport	<b>SA</b>	
<b>Port Harcourt</b> Nigeria	<b>PHC</b> Port Harcourt (Omagwa), Nigeria	<b>LH</b>	
<b>Portland</b> United States	<b>PDX</b> Portland International Airport	<b>UA</b>	
<b>Pusan</b> South Korea	<b>PUS</b> Pusan Kimhae International Airport	<b>OZ</b>	
<b>Queenstown</b> New Zealand	<b>ZQN</b> Queenstown International Airport	<b>NZ</b>	
<b>Rarotonga Island</b> Cook Island	<b>RAR</b> Rarotonga International Airport	<b>NZ</b>	

## DESTINATIONS WITH LOUNGES: R-S

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Regina</b> Canada	<b>YQR</b> Regina International Airport	<b>AC</b>	
<b>San Antonio</b> United States	<b>SAT</b> San Antonio International Airport	<b>UA</b>	
<b>San Diego</b> United States	<b>SAN</b> San Diego International Airport	<b>UA</b>	
<b>San Francisco</b> United States	<b>SFO</b> San Francisco International Airport	<b>BR, SQ, UA</b>	BR, UA
<b>San Jose</b> Costa Rica	<b>SJO</b> San Jose (Juan Santamaria International), Costa Rica	<b>AV, CM</b>	
<b>San Salvador</b> El Salvador	<b>SAL</b> San Salvador (Internacional), El Salvador	<b>AV</b>	
<b>Santa Ana</b> United States	<b>SNA</b> John Wayne Airport	<b>UA</b>	
<b>Santo Domingo</b> Dominican Republic	<b>SDQ</b> Santo Domingo (Aeropuerto de las Americas), Dominican Republic	<b>CM</b>	
<b>Sao Paulo</b> Brazil	<b>GRU</b> Sao Paulo Guarulhos International Airport		 UA, SQ



## DESTINATIONS WITH LOUNGES: S

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Sapporo</b> Japan	<b>CTS</b> New Chitose Airport	<b>NH</b>	
<b>Seattle</b> United States	<b>SEA</b> Seattle Tacoma International Airport	<b>UA</b>	
<b>Sendai</b> Japan	<b>SDJ</b> Sendai Airport	<b>NH</b>	
<b>Seoul</b> South Korea	<b>ICN</b> Seoul Incheon International Airport	<b>OZ</b>	OZ
	<b>GMP</b> Seoul Gimpo International Airport	<b>OZ</b>	
<b>Shanghai</b> China	<b>PVG</b> Shanghai Pudong International	<b>CA</b>	
<b>Shenyang</b> China	<b>SHE</b> Shenyang Taoxian International Airport	<b>ZH</b>	ZH
<b>Shenzhen</b> China	<b>SZX</b> Shenzhen International Airport	<b>CA</b>	ZH
		<b>ZH</b>	
<b>Singapore</b> Singapore	<b>SIN</b> Singapore Changi International Airport	<b>SQ, TG</b>	SQ
<b>St. John's</b> Canada	<b>YYT</b> St. John's International Airport	<b>AC</b>	

## DESTINATIONS WITH LOUNGES: S-T

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Stockholm</b> Sweden	<b>ARN</b> Stockholm Arlanda Airport	<b>SK</b>	
<b>Stuttgart</b> Germany	<b>STR</b> Stuttgart Echterdingen Airport	<b>LH</b>	
<b>Surat Thani</b> Thailand	<b>URT</b> Surat Thani Airport	<b>TG</b>	
<b>Sydney</b> Australia	<b>SYD</b> Sydney Kingsford Smith Airport	<b>NZ, SQ</b>	SQ
<b>Taipei</b> Taiwan	<b>TPE</b> Taiwan Taoyuan International Airport	<b>BR, SQ, TG</b>	BR
<b>Thessaloniki</b> Greece	<b>SKG</b> Thessaloniki Airport	<b>A3</b>	
<b>Tianjin</b> China	<b>TSN</b> Tianjin Binhai International Airport	<b>CA</b>	
<b>Tokyo</b> Japan	<b>HND</b> Tokyo Haneda International Airport	<b>NH</b>	
<b>Tokyo</b> Japan	<b>NRT</b> Narita International Airport	<b>NH, UA</b>	UA

## DESTINATIONS WITH LOUNGES: T-W

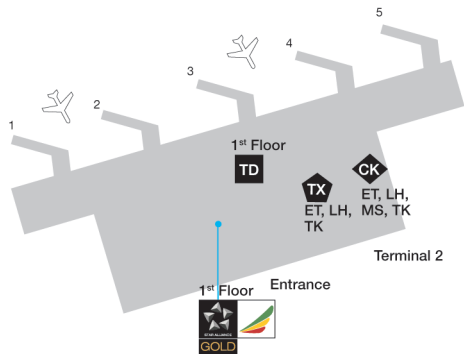
<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Toronto</b> Canada	<b>YYZ</b> Lester B. Pearson International Airport	<b>AC</b>	
<b>Trabzon</b> Turkey	<b>TZX</b> Trabzon Airport	<b>TK</b>	
<b>Ubon Ratchathani</b> Thailand	<b>UBP</b> Ubon Ratchathani Airport	<b>TG</b>	
<b>Vancouver</b> Canada	<b>YVR</b> Vancouver International Airport	<b>AC</b>	
<b>Vienna</b> Austria	<b>VIE</b> Vienna International Airport	<b>OS</b>	
<b>Warsaw</b> Poland	<b>WAW</b> Frederic Chopin Airport	<b>LO</b>	
<b>Washington</b> United States	<b>IAD</b> Washington Dulles International Airport	<b>LH, UA</b>	UA
	<b>DCA</b> Washington National Airport	<b>UA</b>	
<b>Wellington</b> New Zealand	<b>WLG</b> Wellington International Airport	<b>NZ</b>	

## DESTINATIONS WITH LOUNGES: W-Z

<b>City</b> Country	<b>Airport Code</b> Airport Name		
<b>Winnipeg</b> Canada	<b>YWG</b> Winnipeg International Airport	<b>AC</b>	
<b>Wuxi</b> China	<b>WUX</b> Sunan Shuofang International Airport	<b>ZH</b>	ZH
<b>Xian Xianyang</b> China	<b>XIY</b> Xian Xianyang, China	<b>ZH</b>	ZH
<b>Zurich</b> Switzerland	<b>ZRH</b> Zurich Kloten Airport	<b>LX</b>	

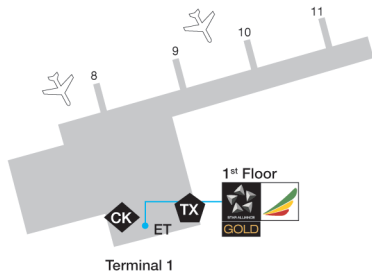
# MAPS





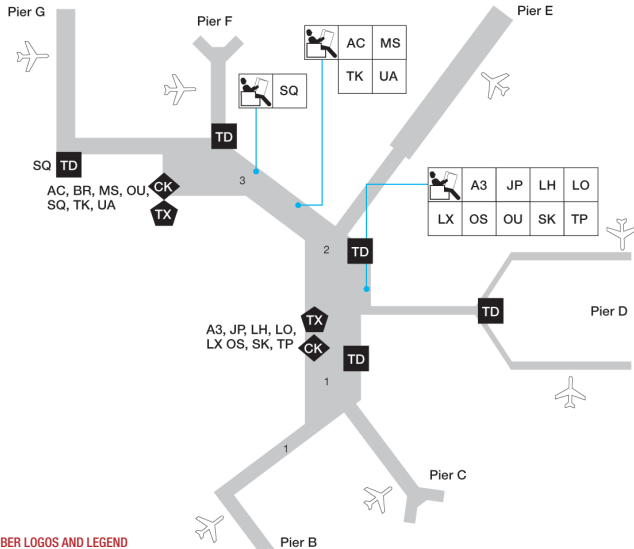
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: ET | LH | MS | TK



ADD

Addis Ababa, Ethiopia  
 Bole International Airport  
[www.ethiopianairports.com/](http://www.ethiopianairports.com/)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | AC | BR | ET | JP | LH | LO | LX | MS | OS | OU | SK | SQ | TK | TP | UA

AMS

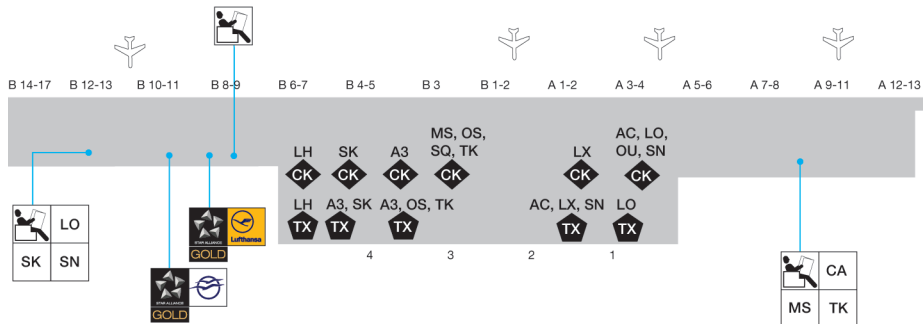
Amsterdam, Netherlands

Schiphol Airport

[www.schiphol.nl](http://www.schiphol.nl)

# ATH

Athens, Greece  
 Eleftherios Venizelos International Airport  
[www.aia.gr](http://www.aia.gr)

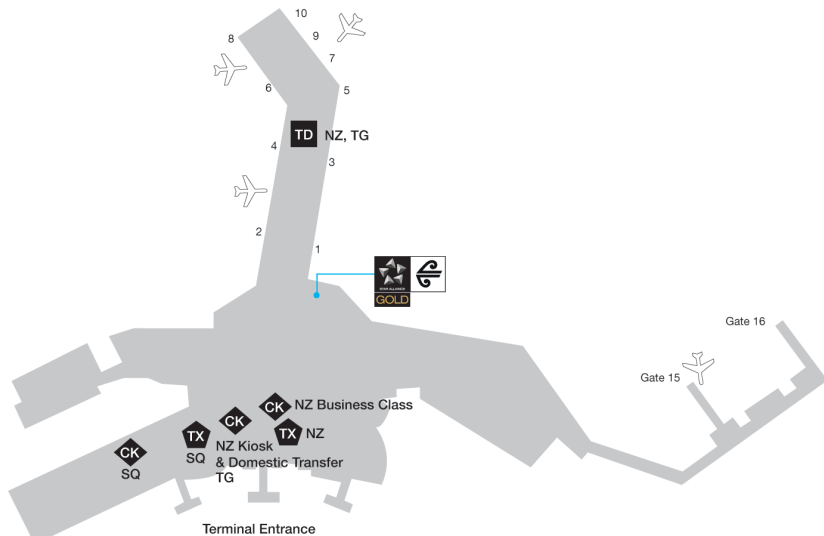


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | AC | CA | LH | LO | LX | MS | OS | OU | SK | SN | SQ | TK



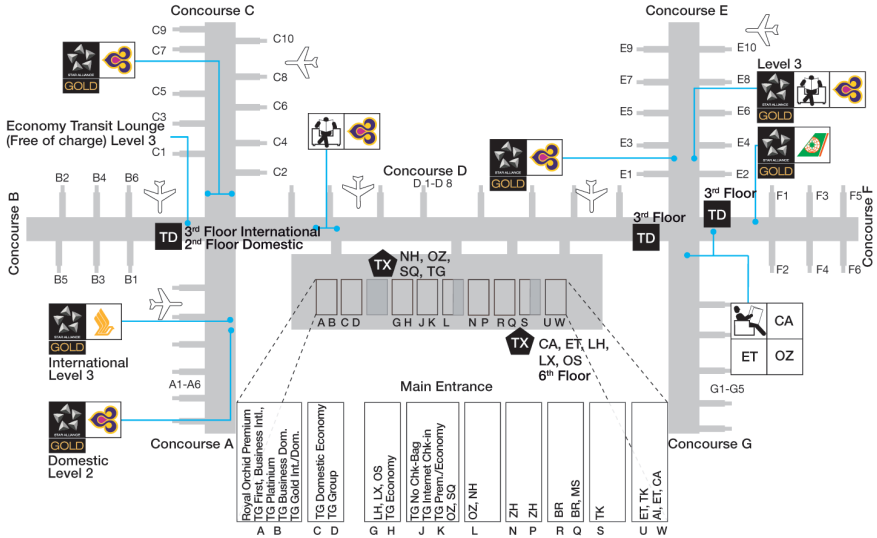
AKL



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

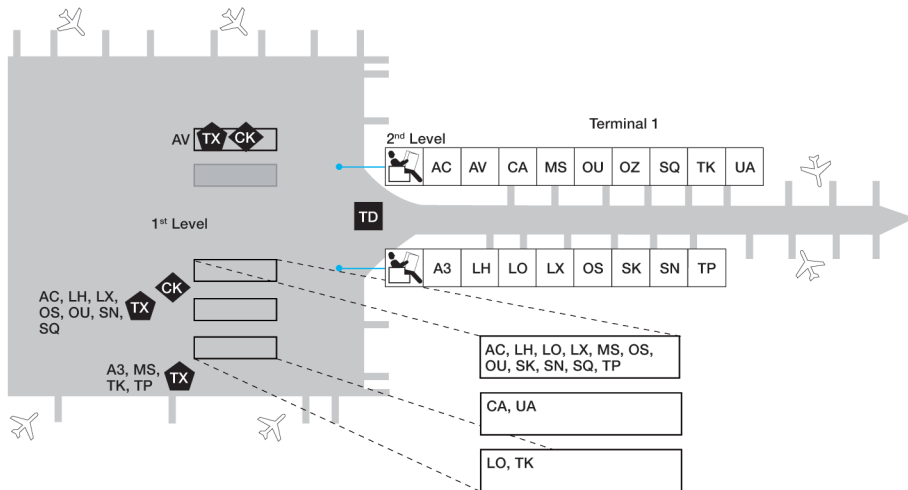
Operating Carriers: NZ | SQ | TG

Auckland, New Zealand  
Auckland International Airport  
[www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)



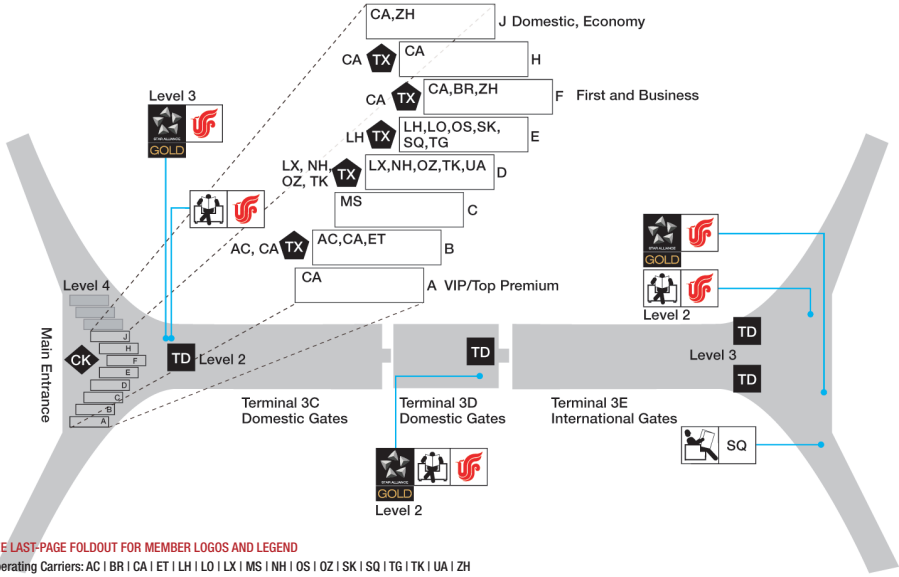
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AI | BR | CA | ET | LH | LX | MS | NH | OS | OZ | SQ | TG | TK | ZH



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

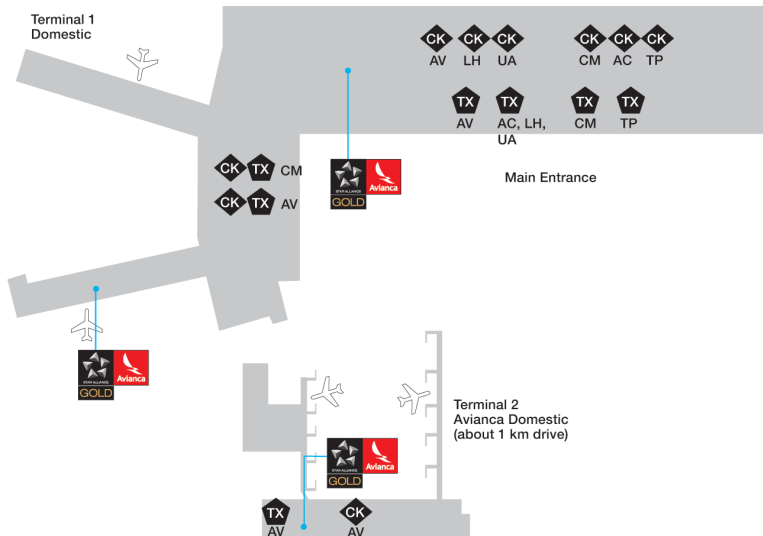
Operating Carriers: A3 | AC | AV | CA | LH | LO | LX | MS | OS | OU | OZ | SK | SN | SQ | TK | TP | UA



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | BR | CA | ET | LH | LO | LX | MS | NH | OS | OZ | SK | SQ | TG | TK | UA | ZH

Beijing, China  
Beijing Capital International Airport  
www.bcia.com.cn

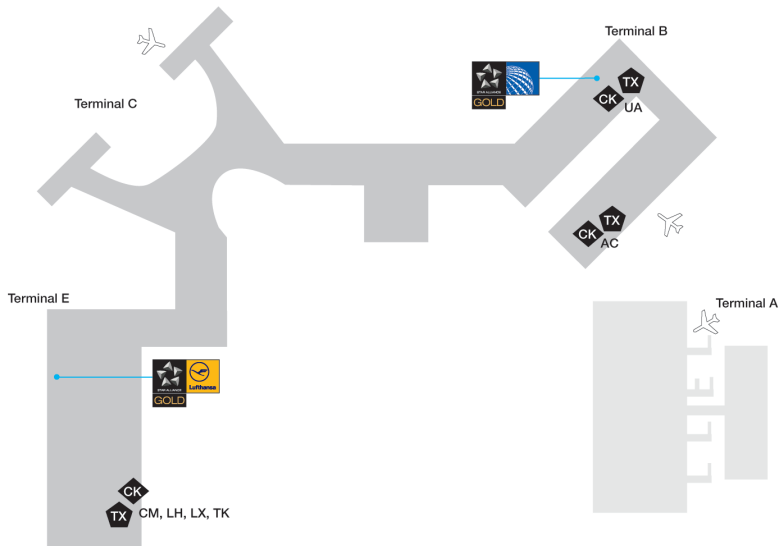


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND  
 Operating Carriers: AC | AV | CM | LH | TP | UA

BOG

Bogota, Colombia  
 El Nuevo Dorado International  
[www.elnuevodorado.com](http://www.elnuevodorado.com)

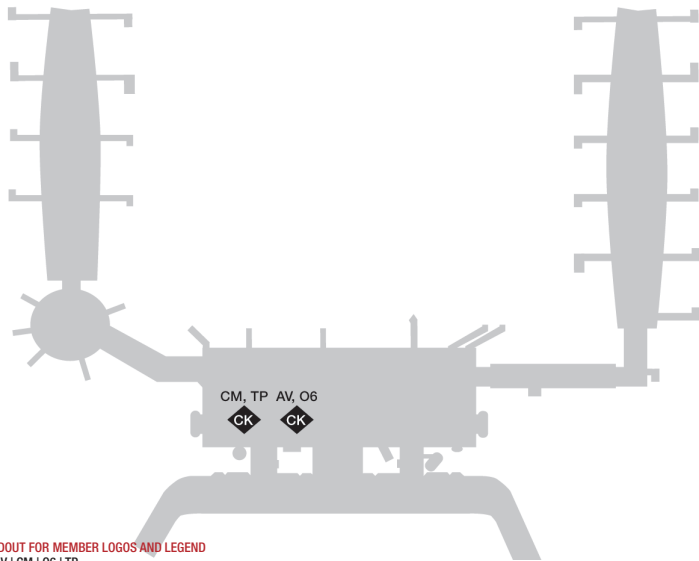
BOS



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | CM | LH | LX | TK | UA

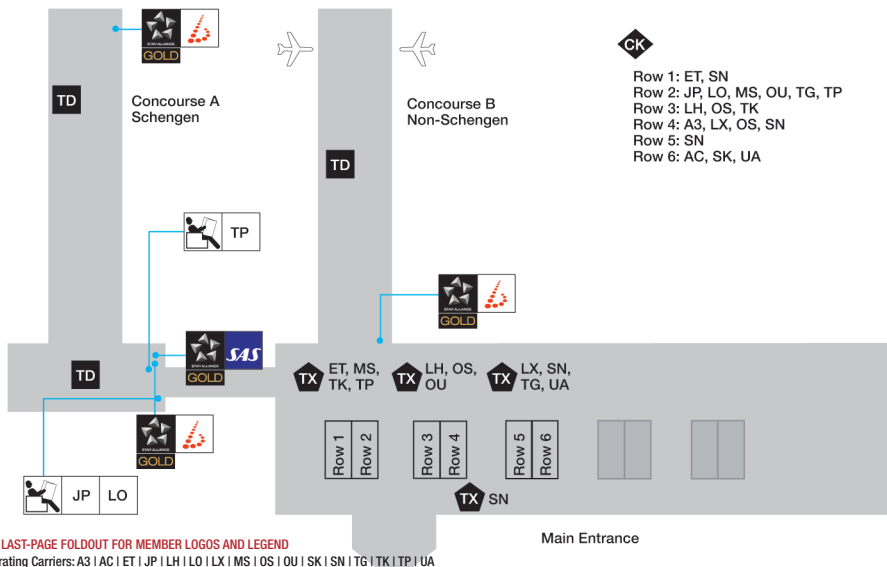
Boston, USA  
Logan International Airport  
[www.massport.com](http://www.massport.com)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND  
Operating Carriers: AV | CM | O6 | TP

BSB

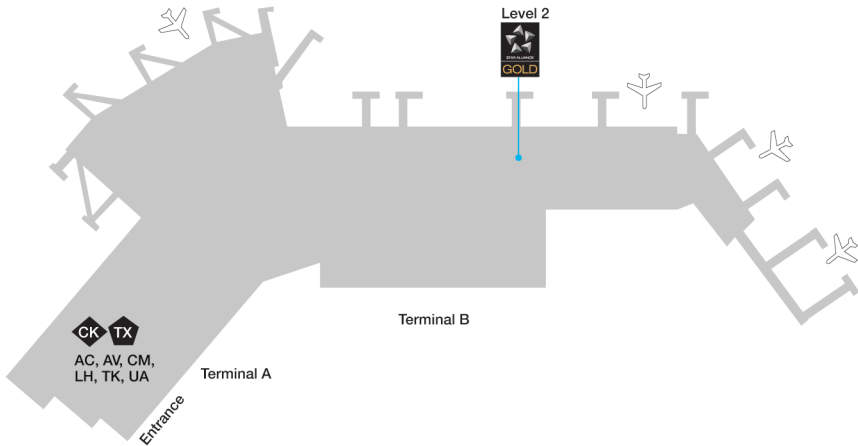
Brasilia, Brazil  
Brasilia International Airport  
[www.bsb.aero](http://www.bsb.aero)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | AC | ET | JP | LH | LO | LX | MS | OS | OU | SK | SN | TG | TK | TP | UA



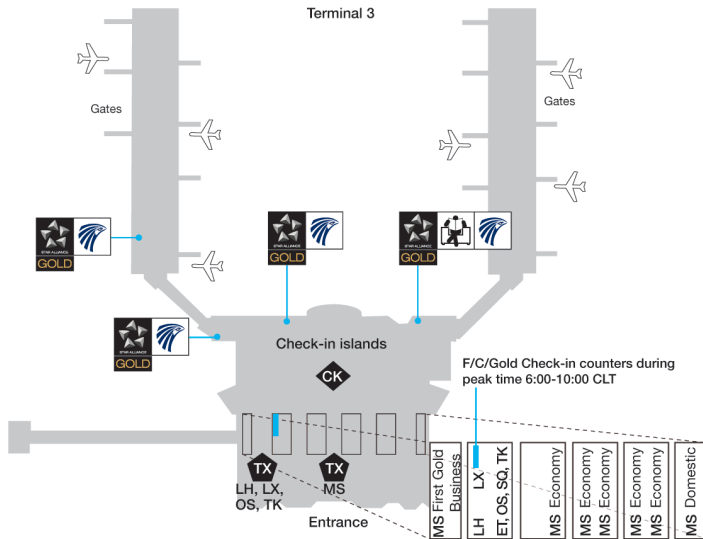


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AV | CM | LH | TK | UA

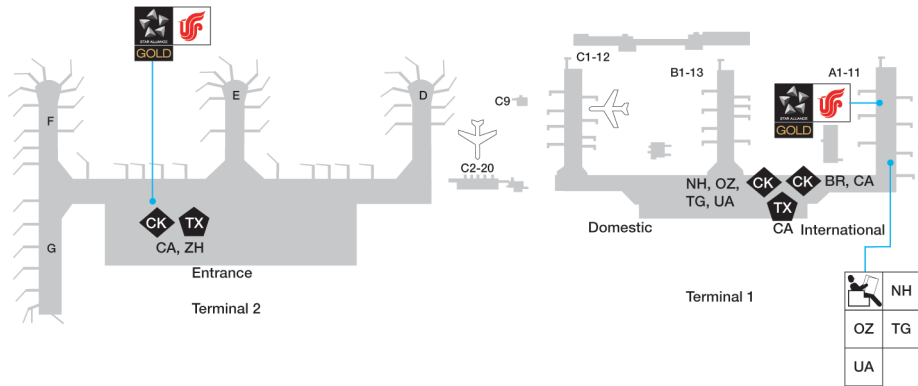
EZE

Buenos Aires, Argentina  
Ministro Pistarini International Airport  
[www.aa2000.com.ar/](http://www.aa2000.com.ar/)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: ET | LH | LX | MS | OS | SQ | TK

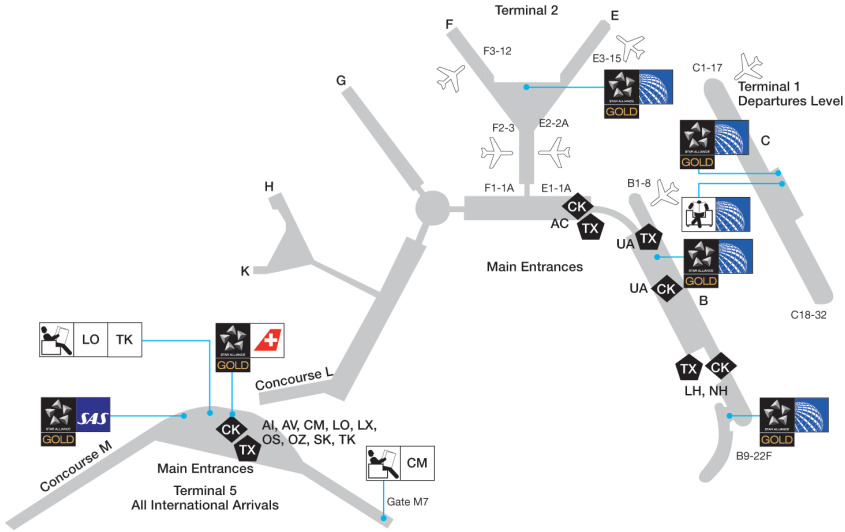


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: BR | CA | NH | OZ | TG | UA | ZH

Chengdu, China  
 Shuangliu  
[www.cdairport.com](http://www.cdairport.com)

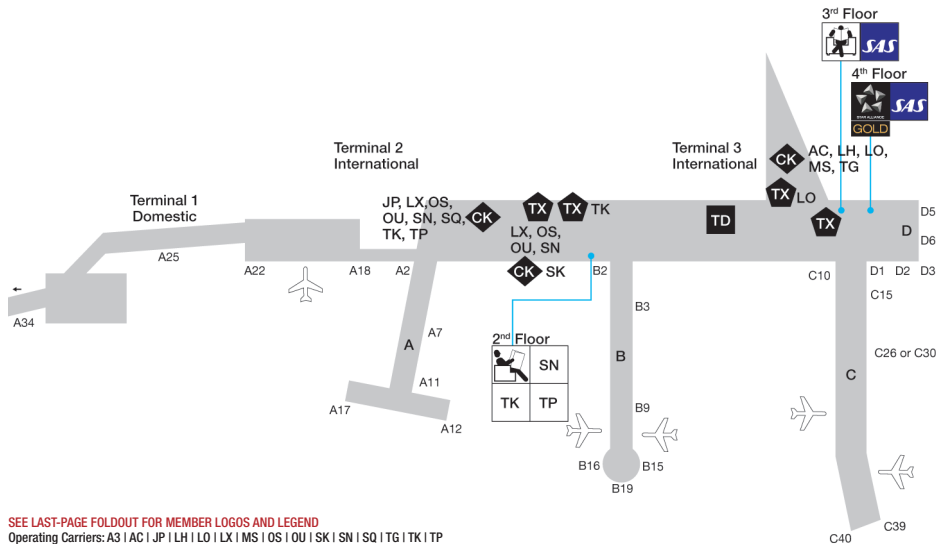
ORD



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND  
Operating Carriers: AC | AI | AV | CM | LH | LO | LX | NH | OS | OZ | SK | TK | UA

Chicago, USA  
Chicago O'Hare  
[www.flychicago.com](http://www.flychicago.com)

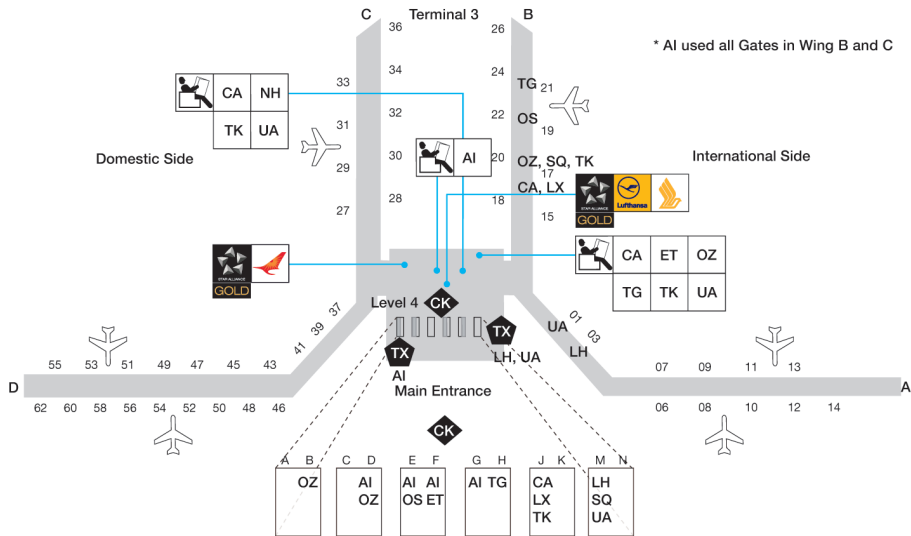
CPH



Copenhagen, Denmark

Kastrup

[www.cph.dk](http://www.cph.dk)

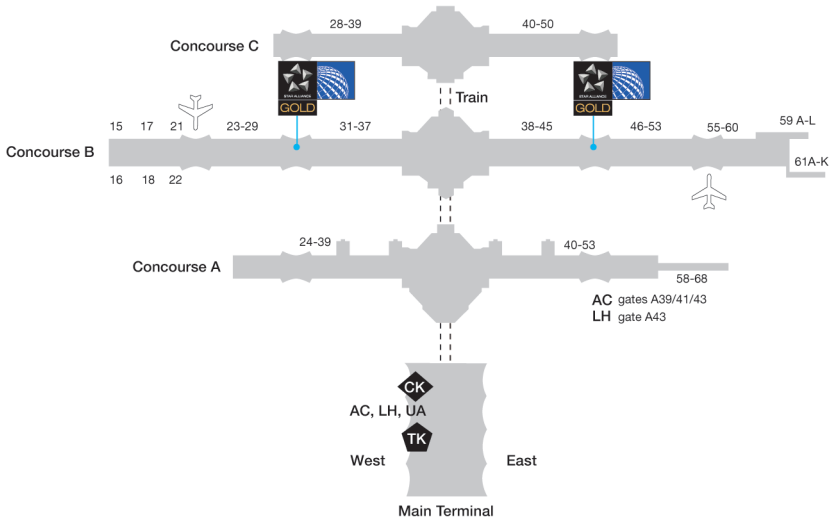


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AI\* | CA | ET | LH | LX | NH | OS | OZ | SQ | TG | TK | UA

Delhi, India  
 Indira Gandhi International  
[www.newdelhairport.in](http://www.newdelhairport.in)

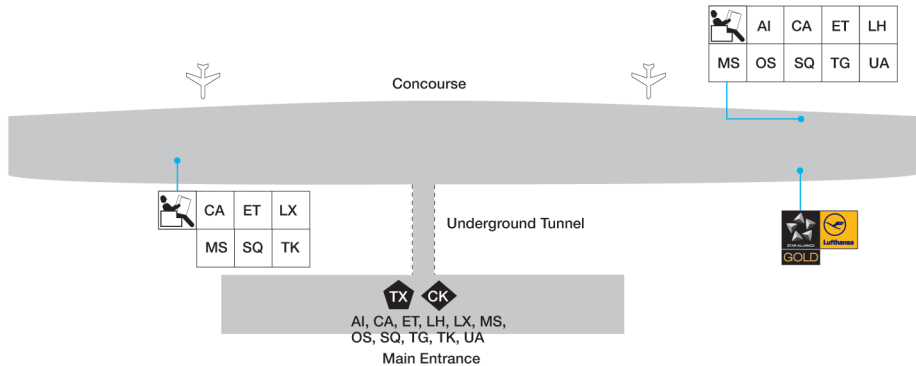
DEN



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | LH | UA

Denver, USA  
Denver International Airport  
[www.flydenver.com/](http://www.flydenver.com/)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AI | CA | ET | LH | LX | MS | OS | SQ | TG | TK | UA

DXB

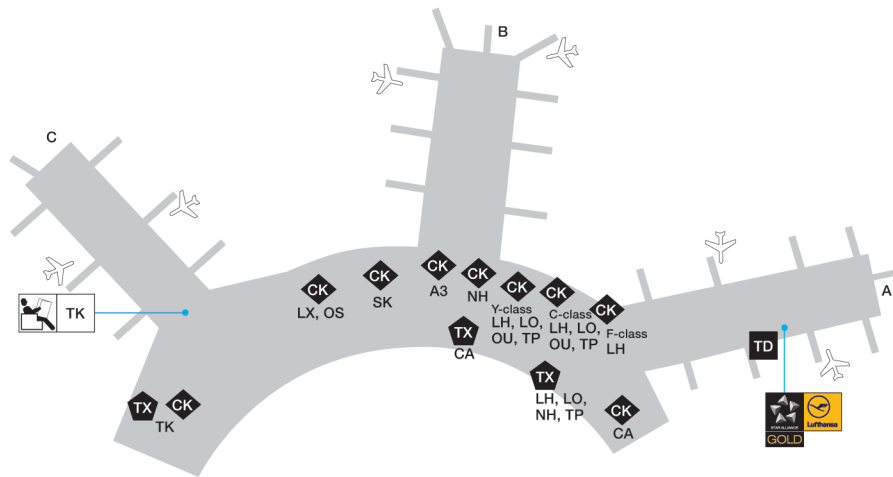
Dubai, United Arab Emirates

Dubai International Airport

[www.dubaiairport.com](http://www.dubaiairport.com)

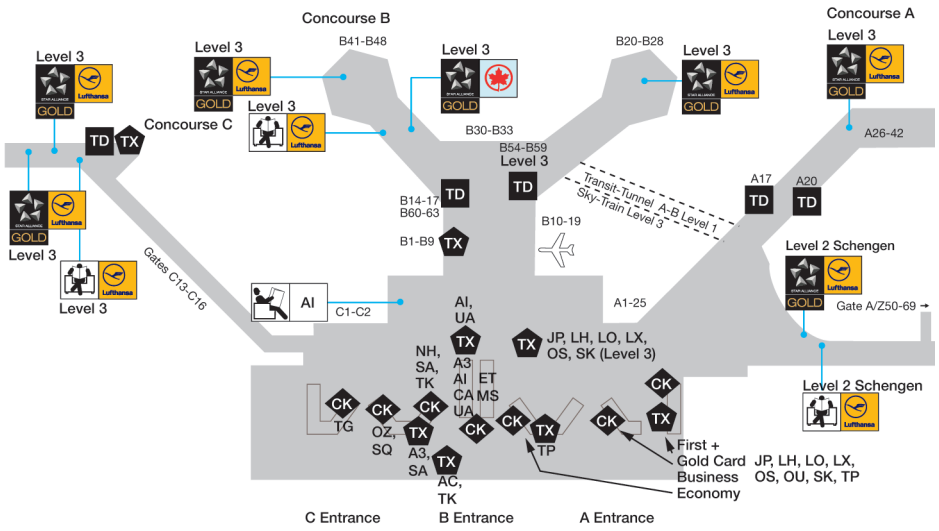


DUS



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND  
Operating Carriers: A3 | CA | LH | LO | LX | NH | OS | OU | SK | TK | TP

Düsseldorf, Germany  
Düsseldorf International  
[www.dus.com](http://www.dus.com)

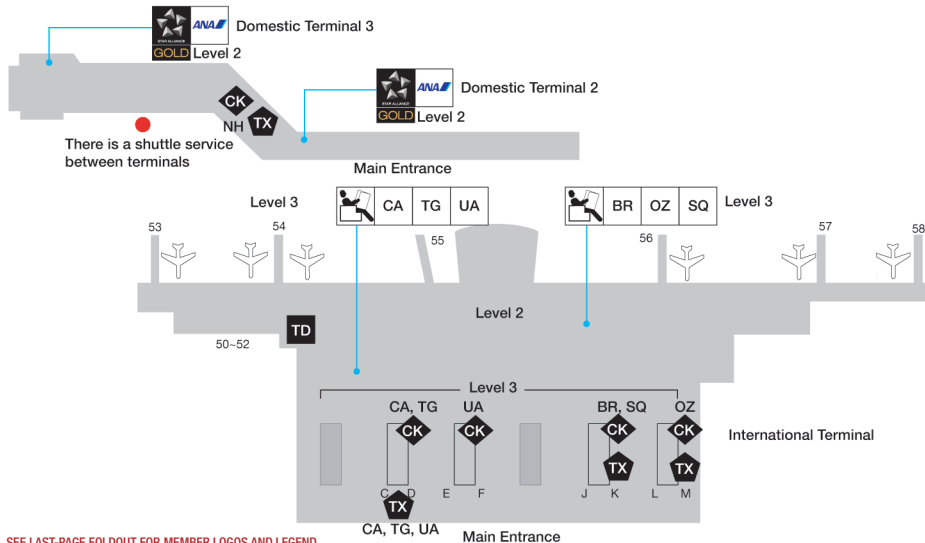


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | AC | AI | CA | ET | JP | LH | LO | LX | MS | NH | OS | OU | OZ | SA | SK | SQ | TG | TK | TP | UA

Frankfurt, Germany  
 Frankfurt Main International Airport  
[www.frankfurt-airport.de](http://www.frankfurt-airport.de)

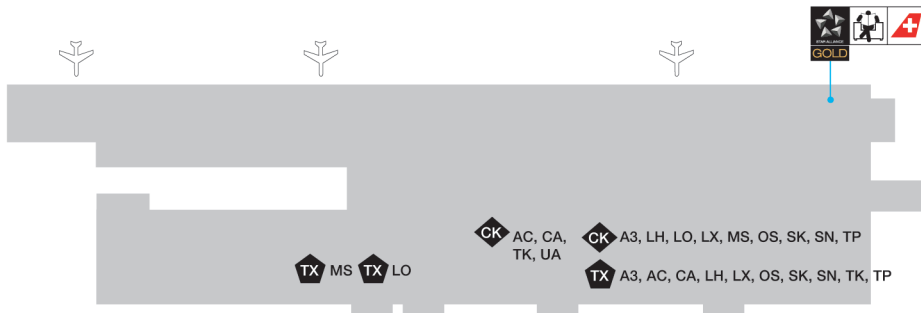
FUK



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: BR | CA | NH | OZ | SQ | TG | UA

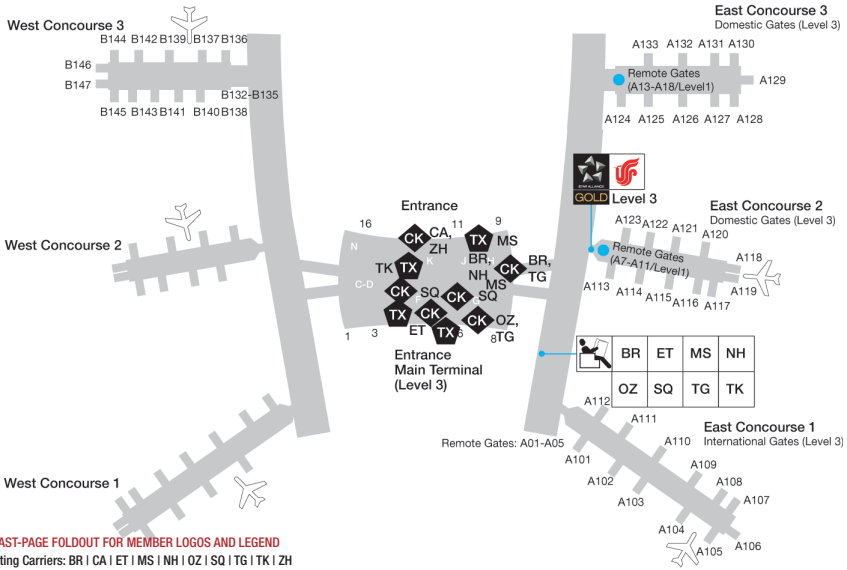
Fukuoka, Japan  
Fukuoka Airport  
[www.fuk-ab.co.jp](http://www.fuk-ab.co.jp)



Note: UA does not offer TX services.  
Pax are requested to call a callcenter.

SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

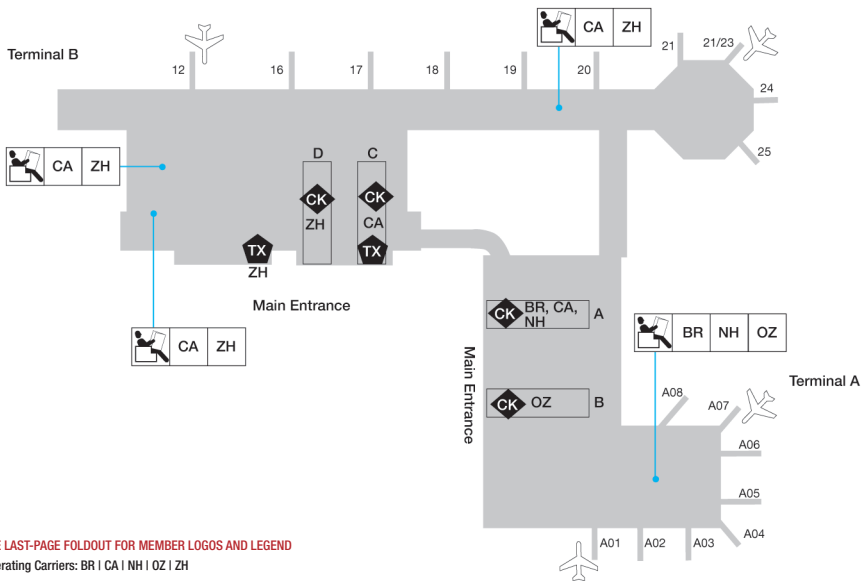
Operating Carriers: A3 | AC | CA | LH | LO | LX | MS | OS | SK | SN | TK | TP | UA



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND  
Operating Carriers: BR | CA | ET | MS | NH | OZ | SQ | TG | TK | ZH

CAN

Guangzhou, China  
Guangzhou Baiyun International Airport  
www.baiyunairport.com

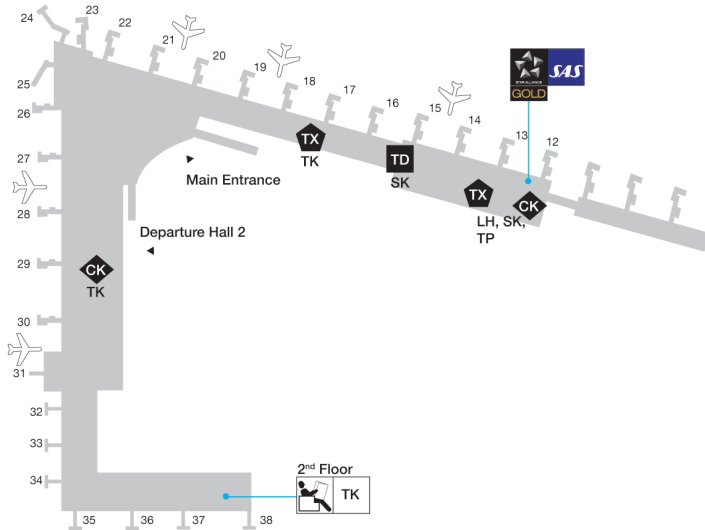


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: BR | CA | NH | OZ | ZH

HGH

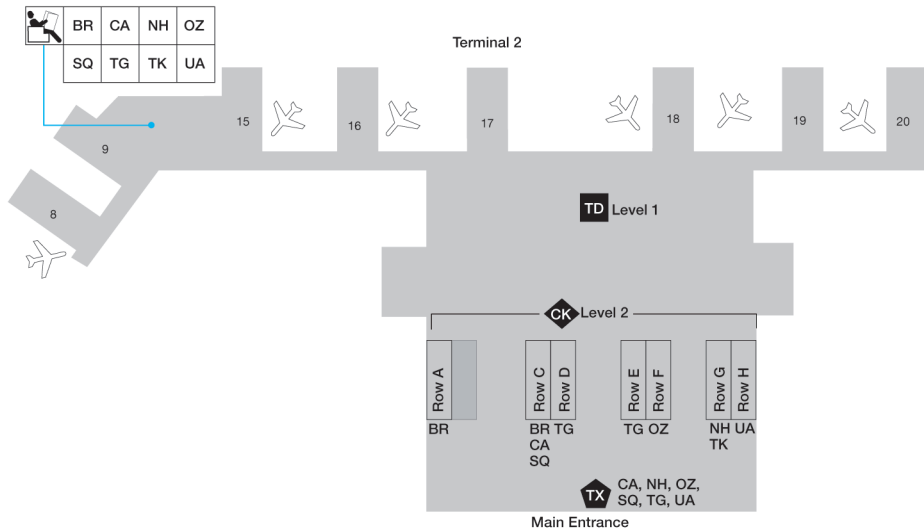
Hangzhou, China  
 Hangzhou Xiaoshan International Airport  
[www.hzairport.com](http://www.hzairport.com)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND  
 Operating Carriers: LH | SK | TK | TP

HEL

Helsinki, Finland  
 Helsinki-Vantaa International Airport  
[www.helsinki-vantaa.fi](http://www.helsinki-vantaa.fi)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

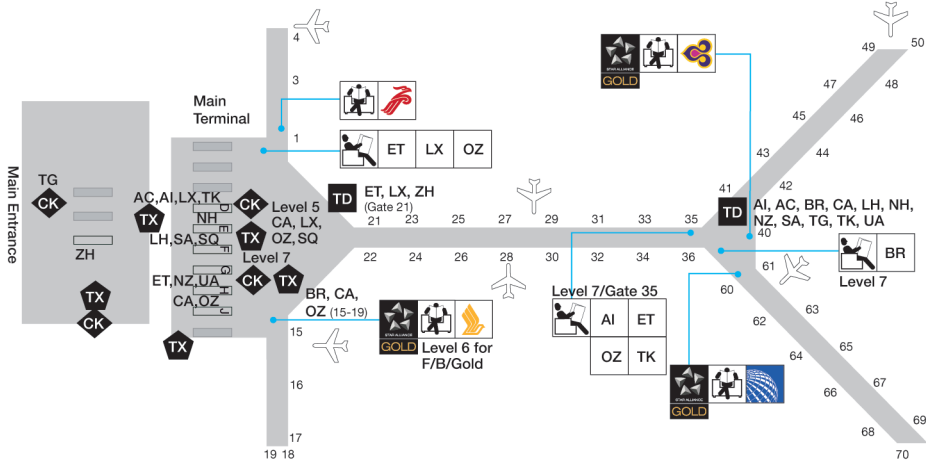
Operating Carriers: BR | CA | NH | OZ | SQ | TG | TK | UA

Ho Chi Minh City, Vietnam

Tan Son Nhat Airport

[www.hochiminhcityairport.com/](http://www.hochiminhcityairport.com/)

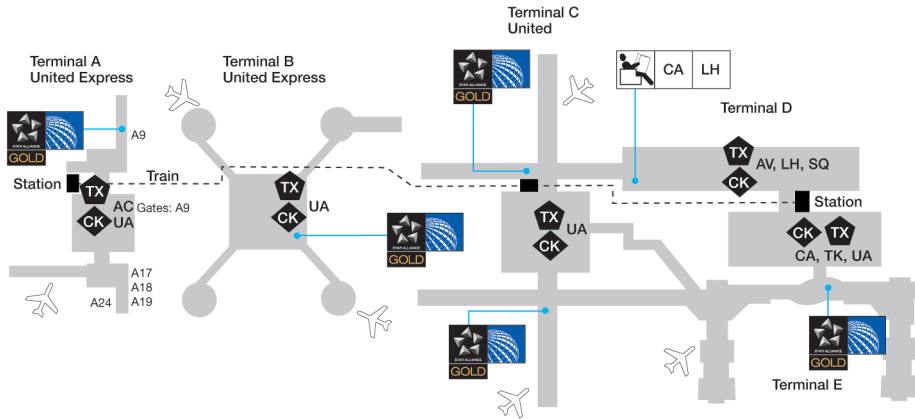




SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AI | BR | CA | ET | LH | LX | NH | NZ | OZ | SA | SQ | TG | TK | UA | ZH

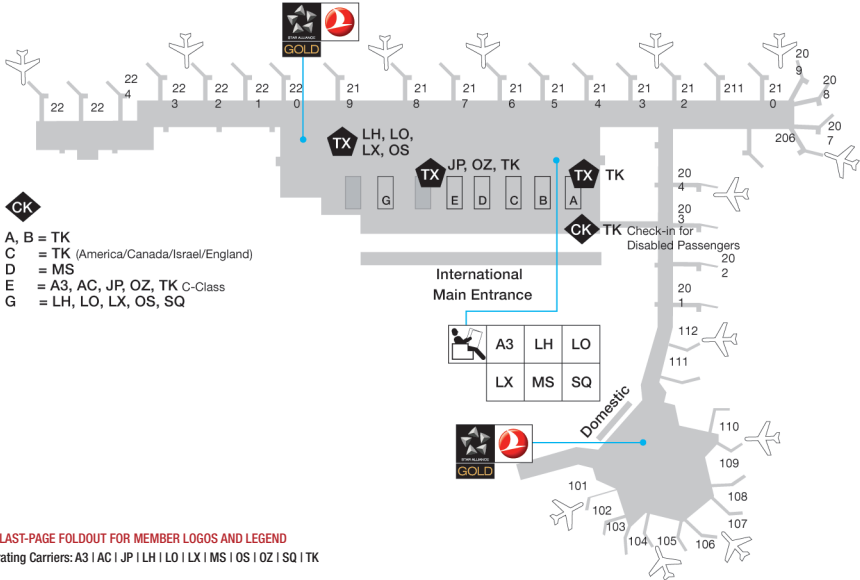
Hong Kong, China  
 Hong Kong International  
[www.hongkongairport.com](http://www.hongkongairport.com)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

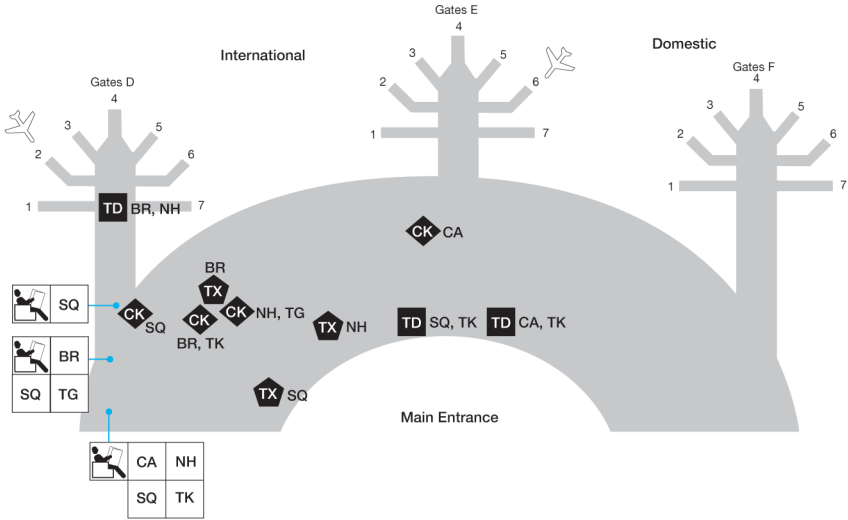
Operating Carriers: AC | AV | CA | LH | SQ | TK | UA

Houston, USA  
George Bush Intercontinental Airport  
[www.fly2houston.com](http://www.fly2houston.com)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND  
 Operating Carriers: A3 | AC | JP | LH | LO | LX | MS | OS | OZ | SQ | TK

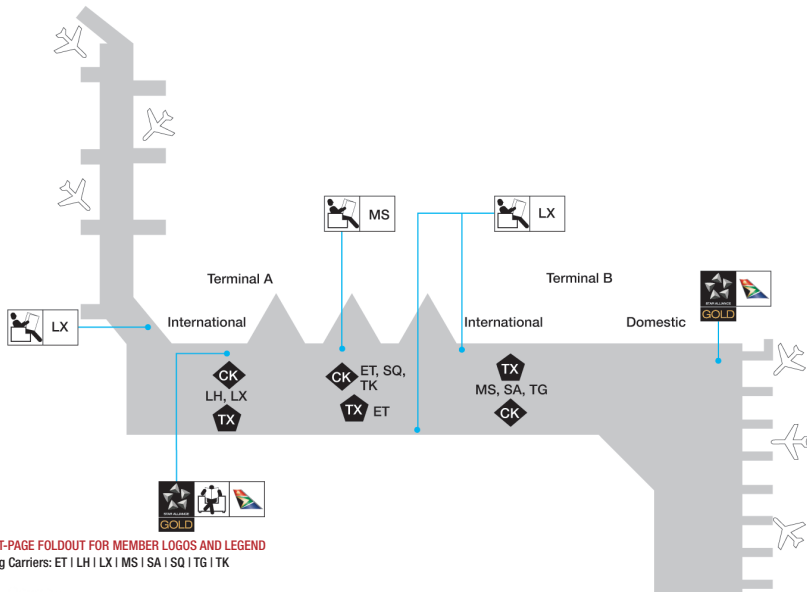
Istanbul, Turkey  
 Ataturk International  
[www.ataturkairport.com/](http://www.ataturkairport.com/)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: BR | CA | LH | NH | SQ | TG | TK

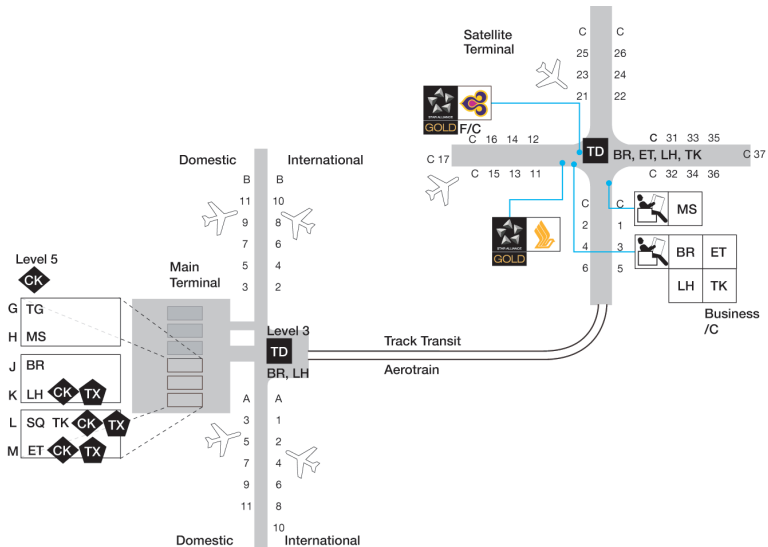
Jakarta, Indonesia  
 Soekarno-Hatta International Airport  
[www.jakartaairportonline.com/](http://www.jakartaairportonline.com/)



JNB

Johannesburg, South Africa  
 Johannesburg International Airport

[www.acsa.co.za/](http://www.acsa.co.za/)



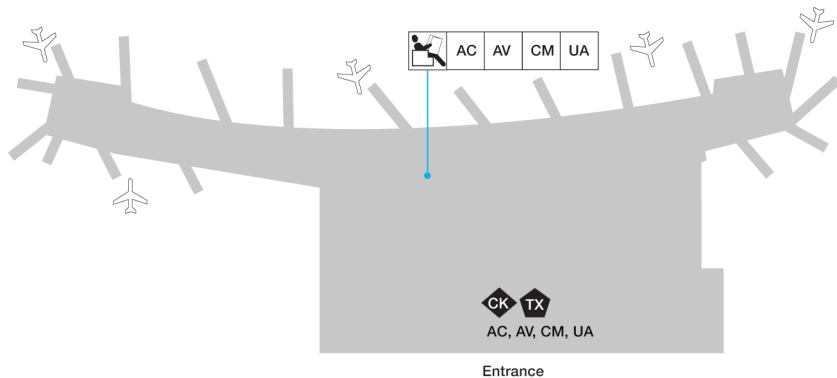
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: BR | ET | LH | MS | SQ | TG | TK

KUL

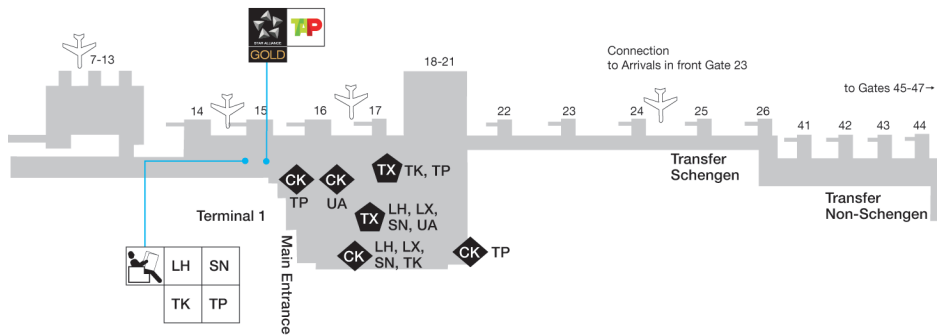
Kuala Lumpur, Malaysia  
 Kuala Lumpur International Airport  
[www.klia.com.my](http://www.klia.com.my)

LIM



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND  
Operating Carriers: AC | AV | CM | UA

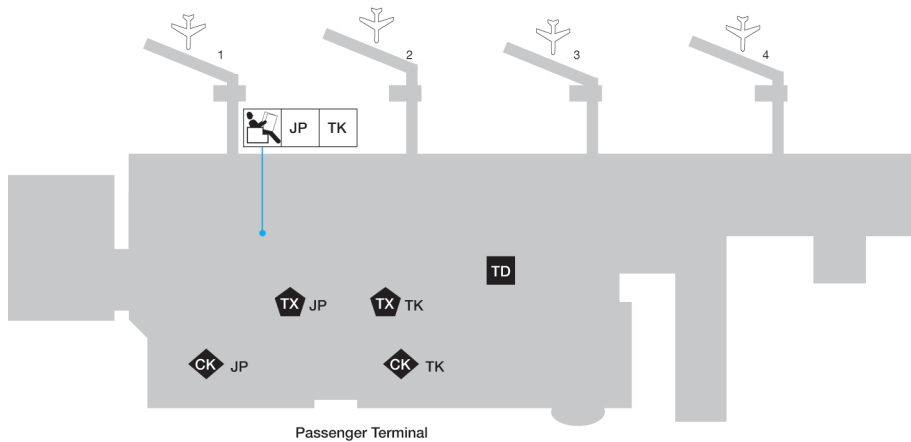
Lima, Peru  
Jorge Chávez International Airport  
[www.lap.com.pe](http://www.lap.com.pe)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

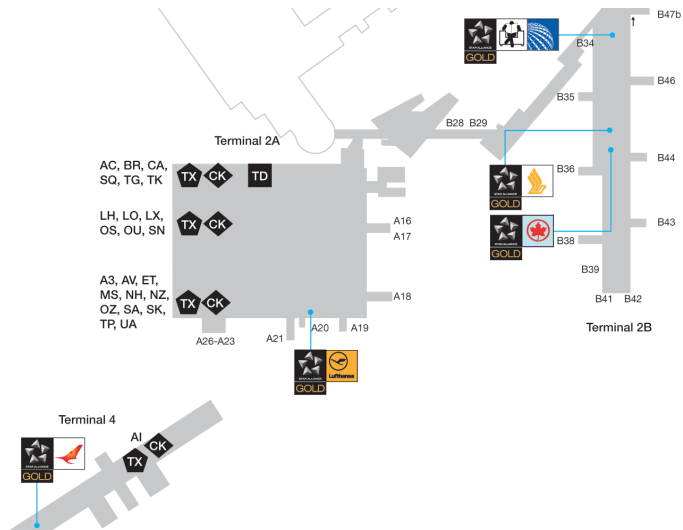
Operating Carriers: LH | LX | SN | TK | TP | UA





SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: JP | TK



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

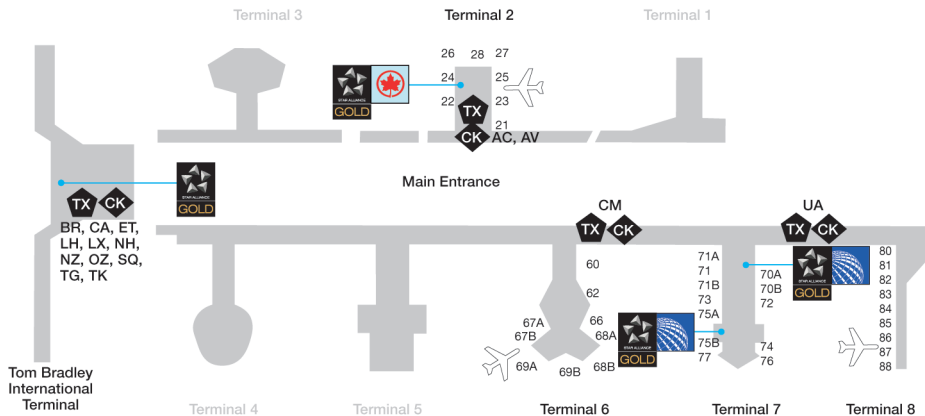
Operating Carriers: A3 | AC | AI | AV | BR | CA | ET | LH | LO | LX | MS | NH | NZ | OS | OU | OZ | SA | SK | SN | SQ | TG | TK | TP | UA

LHR

London, United Kingdom

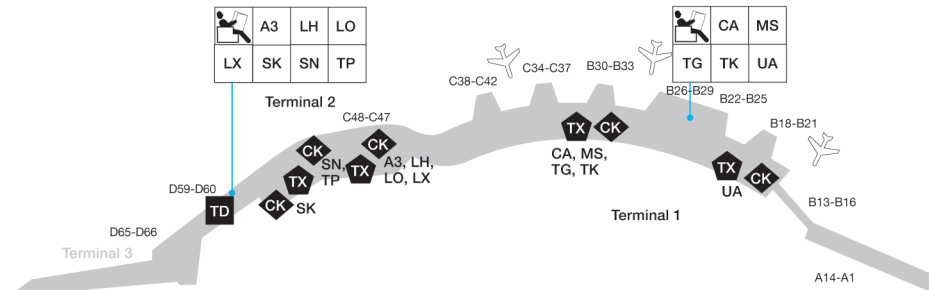
Heathrow

[www.heathrowairport.com](http://www.heathrowairport.com)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AV | BR | CA | CM | ET | LH | LX | NH | NZ | OZ | SQ | TG | TK | UA

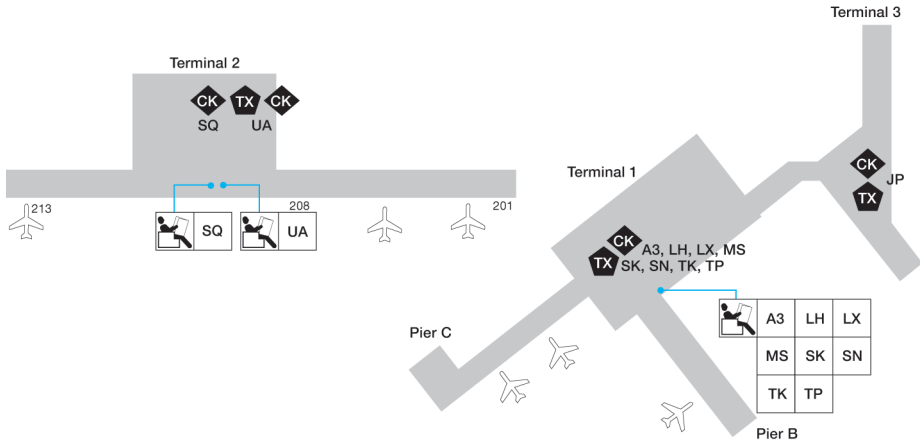


\*AV operates in Terminal 4

SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | AV\* T4 | CA | LH | LO | LX | MS | SK | SN | TG | TK | TP | UA

Madrid, Spain  
Barajas  
[www.aena.es](http://www.aena.es)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

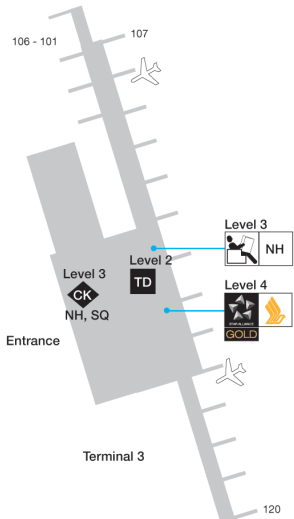
Operating Carriers: A3 | JP | LH | LX | MS | SK | SN | SQ | TK | TP | UA

MAN

Manchester, United Kingdom

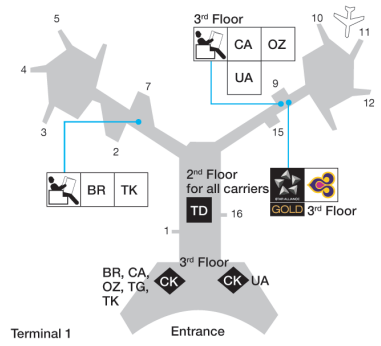
Manchester International

[www.ManchesterAirport.co.uk](http://www.ManchesterAirport.co.uk)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: BR | CA | NH | OZ | SQ | TG | TK | UA



MNL

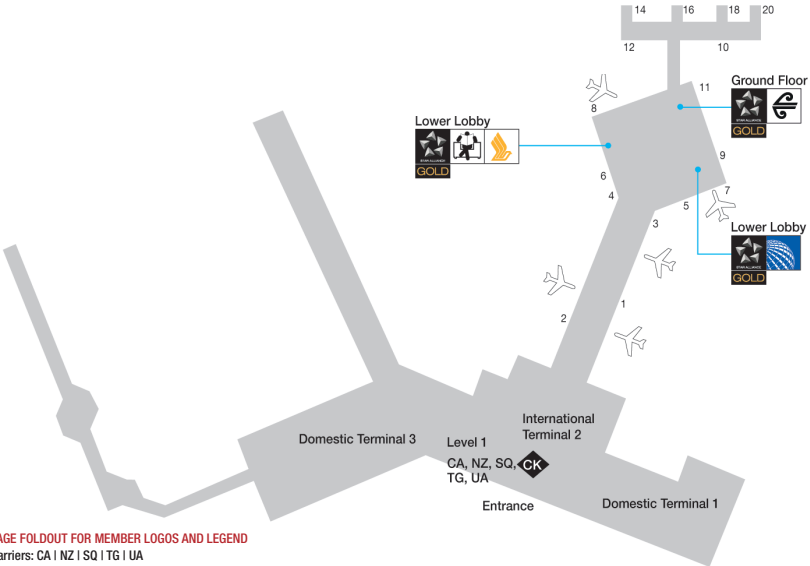
Manila, Philippines  
Ninoy Aquino International Airport  
[www.manila-airport.net](http://www.manila-airport.net)

MEL

Melbourne, Australia

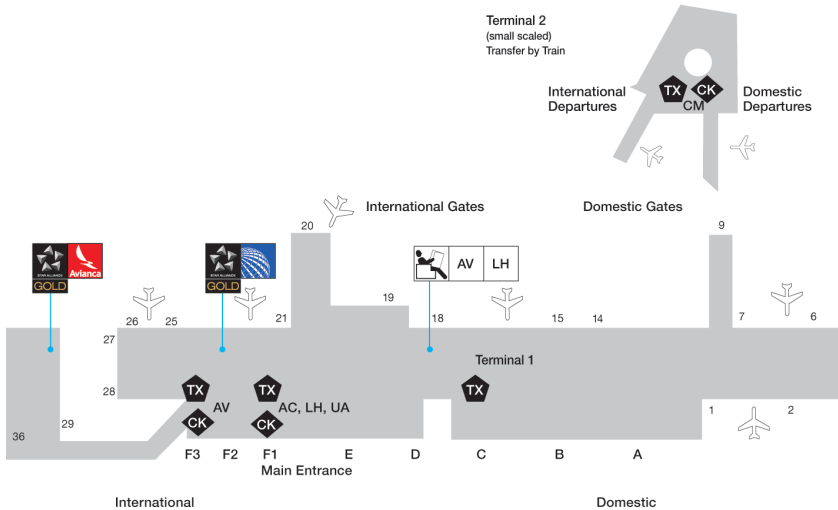
Tullamarine International

[www.melbourneairport.com.au](http://www.melbourneairport.com.au)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: CA | NZ | SQ | TG | UA



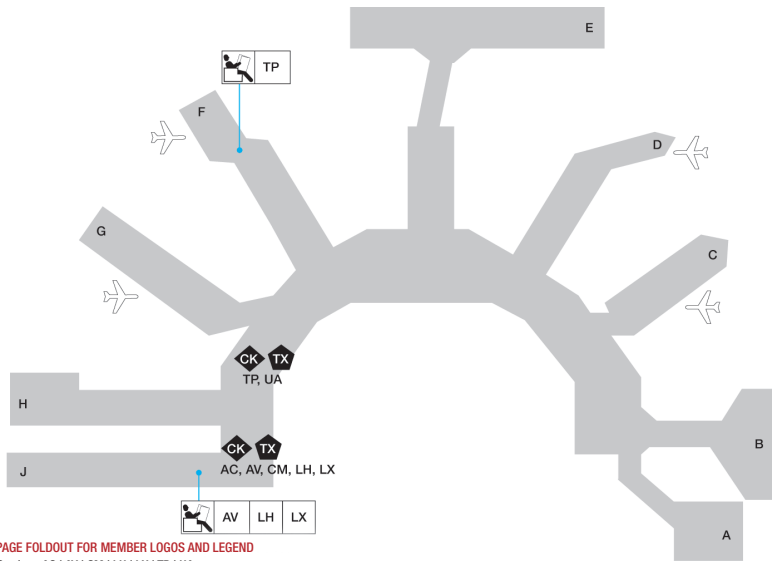
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AV | CM | LH | UA



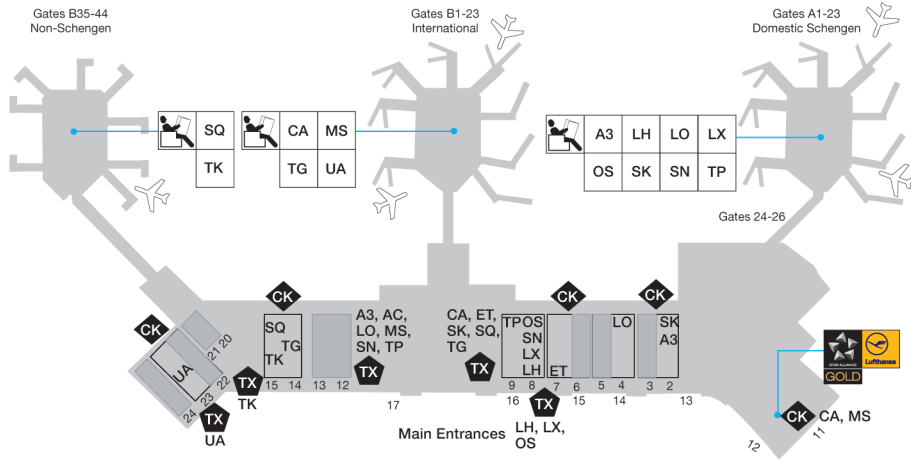
MIA

Miami, USA  
Miami International  
[www.miami-airport.com](http://www.miami-airport.com)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

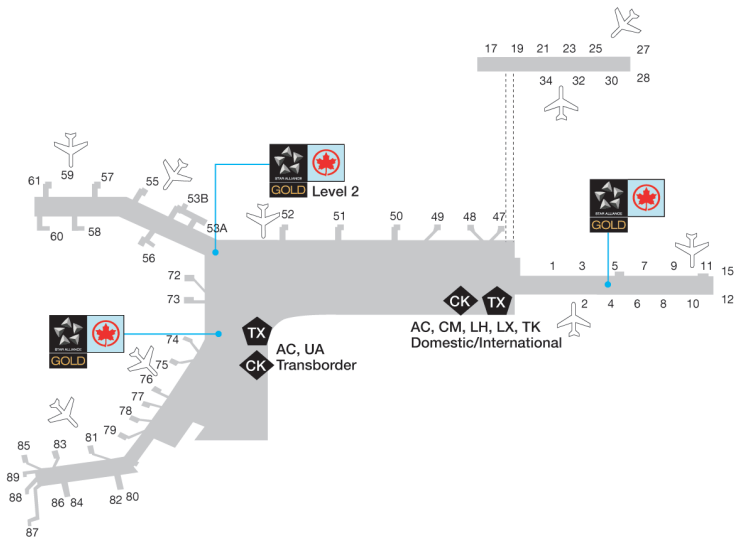
Operating Carriers: AC | AV | CM | LH | LX | TP | UA



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | AC | AI | CA | ET | LH | LO | LX | MS | OS | SK | SN | SQ | TG | TK | TP | UA

Milan, Italy  
 Malpensa  
[www.milanmalpensa2.eu/](http://www.milanmalpensa2.eu/)

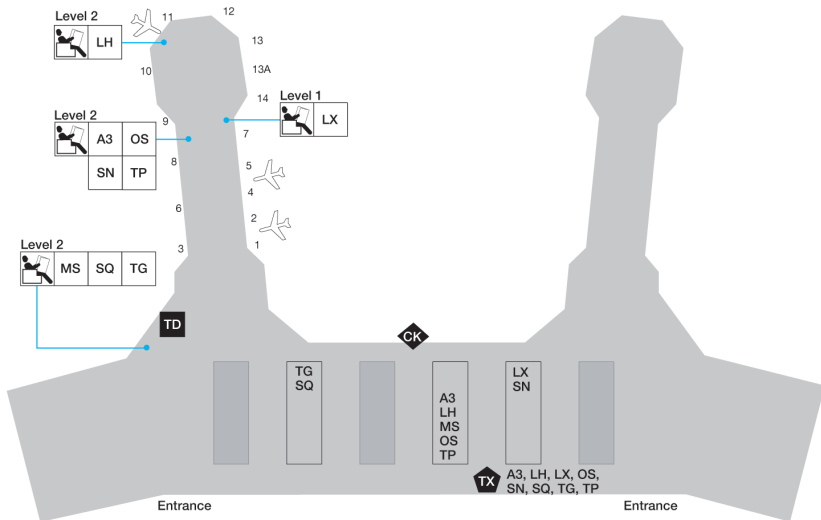


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | CM | LH | LX | TK | UA

YUL

Montréal, Canada  
 Pierre Elliott Trudeau  
[www.admtl.com](http://www.admtl.com)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | AI | LH | LX | MS | OS | SN | SQ | TG | TP

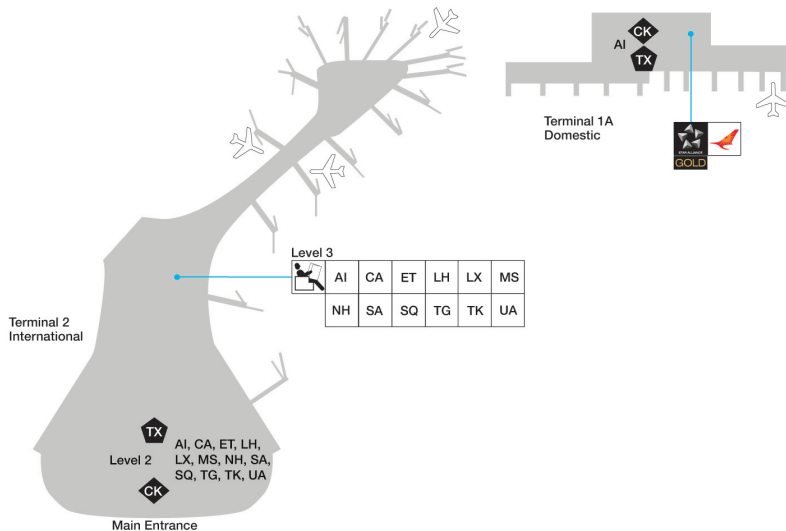
Moscow, Russia

Domodedovo

[www.domodedovo.ru/en/](http://www.domodedovo.ru/en/)

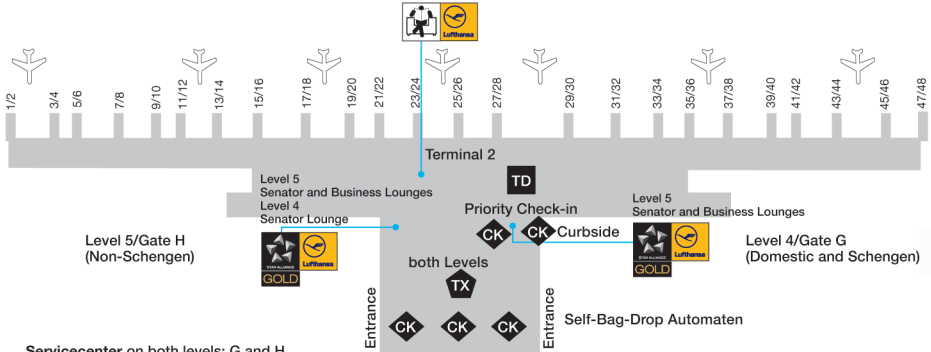
BOM

Mumbai, India  
Chhatrapati Shivaji International Airport  
[www.csia.in](http://www.csia.in)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AI | CA | ET | LH | LX | MS | NH | SA | SQ | TG | TK | UA



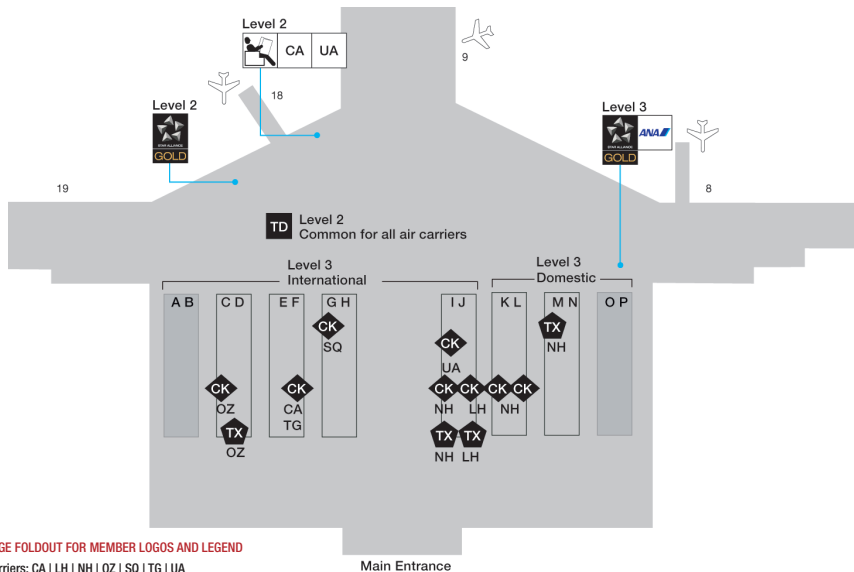
**Servicecenter on both levels: G and H**  
 G Level (Schengen): G28  
 H Level (Non-Schengen): H28

**TX and CK Level 4:** JP, LH, LO, LX, MS, OS, OU, SK, TP  
**TX and CK Level 3:** A3, AC, CA, NH, SA, SQ, TG, UA

\*TK operates in Terminal 1

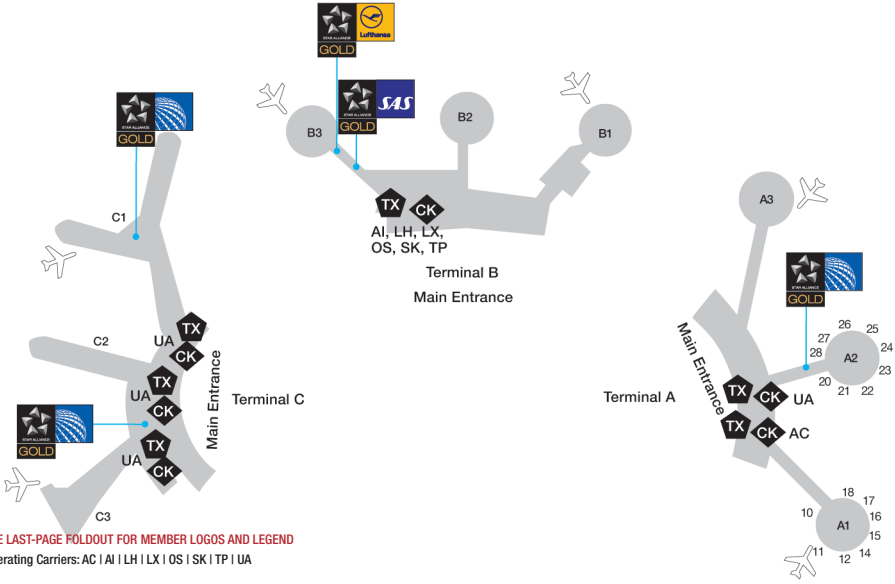
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | AC | CA | JP | LH | LO | LX | MS | NH | OS | OU | SA | SK | SQ | TG | TK\* | TP | UA



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: CA | LH | NH | OZ | SQ | TG | UA



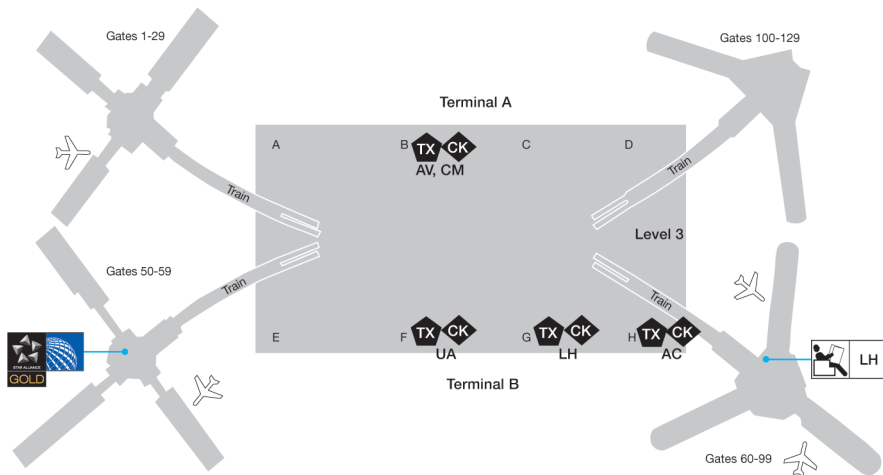
New York, USA  
Newark Liberty International Airport  
[www.panynj.gov/airports](http://www.panynj.gov/airports)





SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

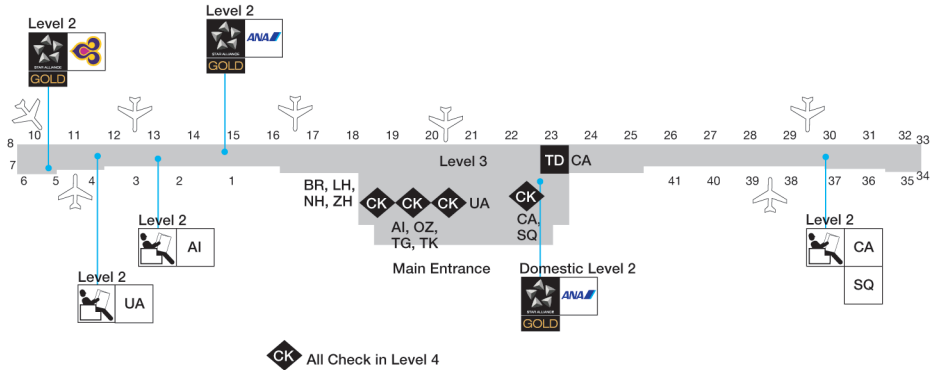
Operating Carriers: AC | AI | AV | BR | CA | CM | LH | LO | LX | MS | NH | OS | OZ | SA | SN | SQ | TK | UA



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

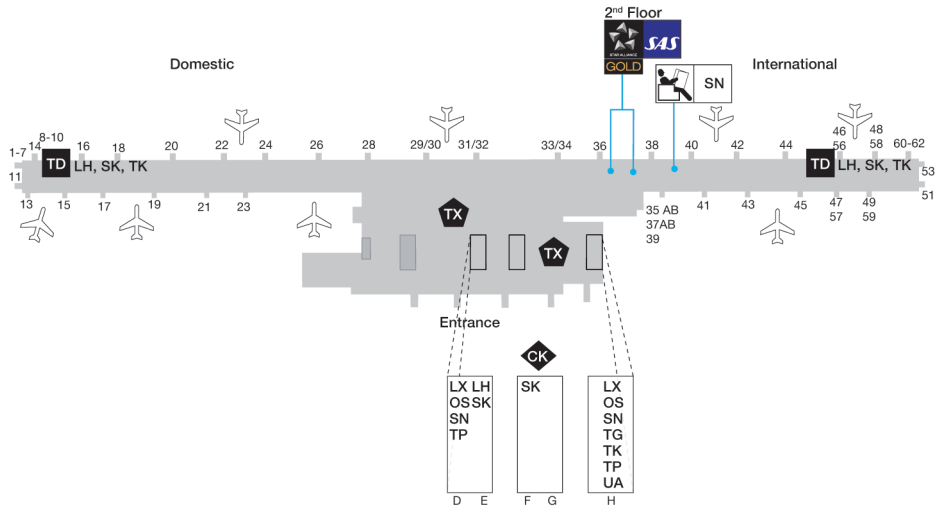
Operating Carriers: AC | AV | CM | LH | UA

Orlando, USA  
Orlando International Airport  
[www.orlandoairports.net](http://www.orlandoairports.net)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

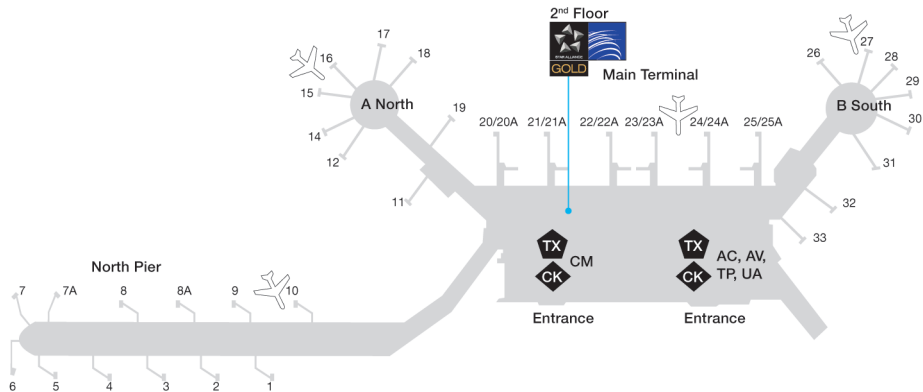
Operating Carriers: AI | BR | CA | LH | NH | OZ | SQ | TG | TK | UA | ZH



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | LH | LX | OS | SK | SN | TK | TP | UA

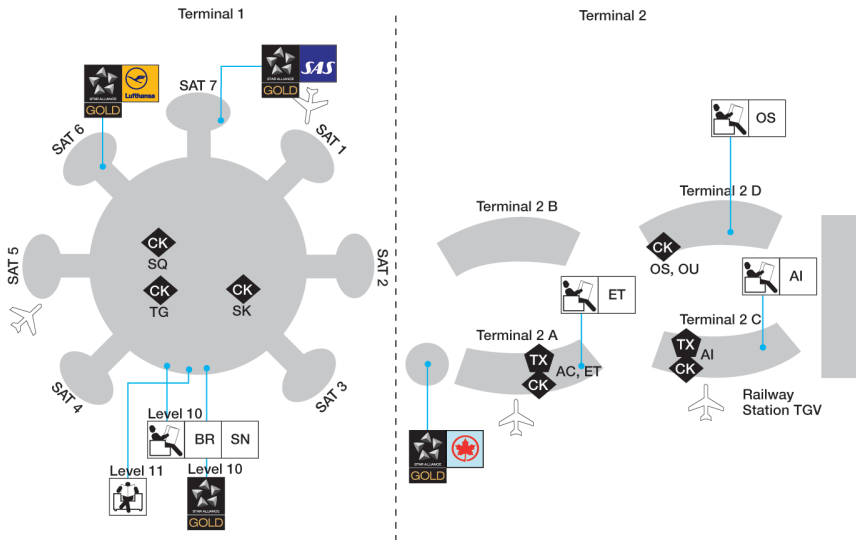
PTY



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AV | CM | TP | UA

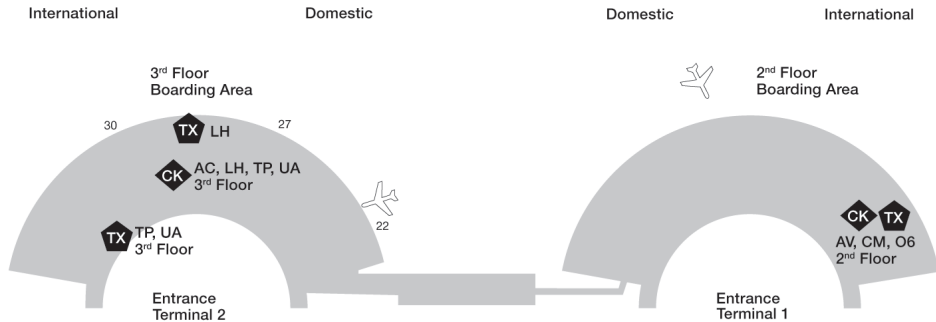
Panama City, Panama  
Tocumen International  
[www.tocumenpanama.aero](http://www.tocumenpanama.aero)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

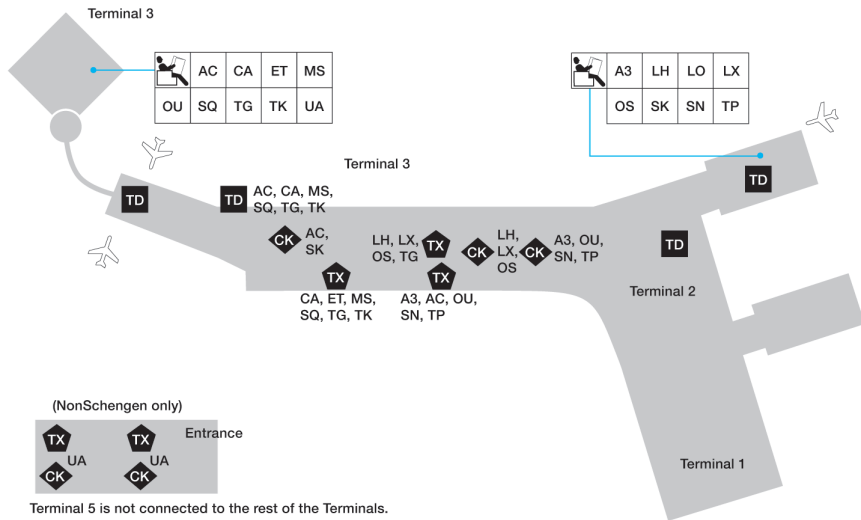
Operating Carriers: A3 | AC T2A | AI T2C | BR | CA | ET T2A | JP | LH | LO | LX | MS | NH | OS T2D | OU T2D | OZ | SK | SN | SQ | TG | TK | UA

Paris, France  
Charles de Gaulle  
[www.paris-cdg.com](http://www.paris-cdg.com)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AV | CM | LH | O6 | TP | UA

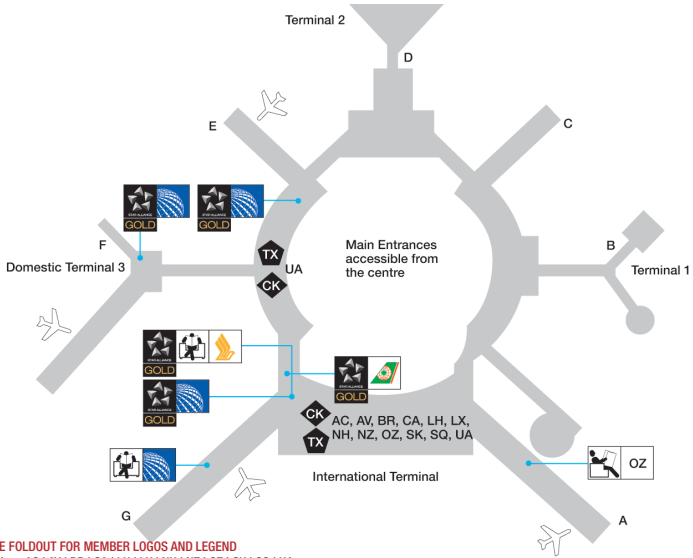


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | AC | AI | CA | ET | LH | LO | LX | MS | OS | OU | SK | SN | SQ | TG | TK | TP | UA

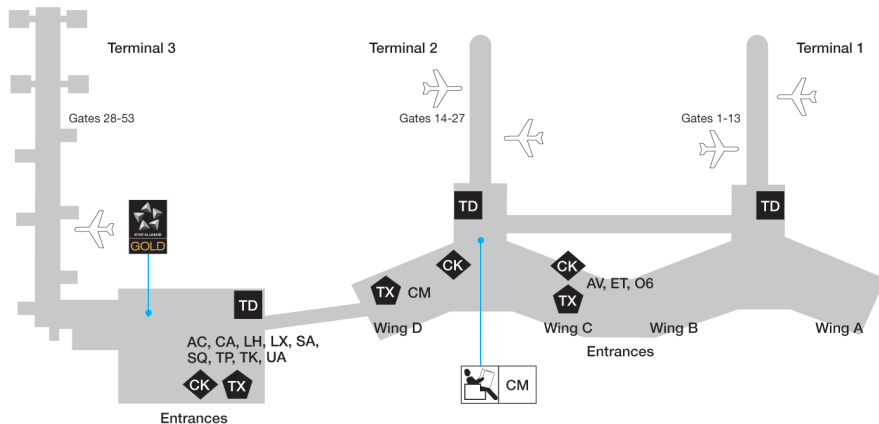


# SFO



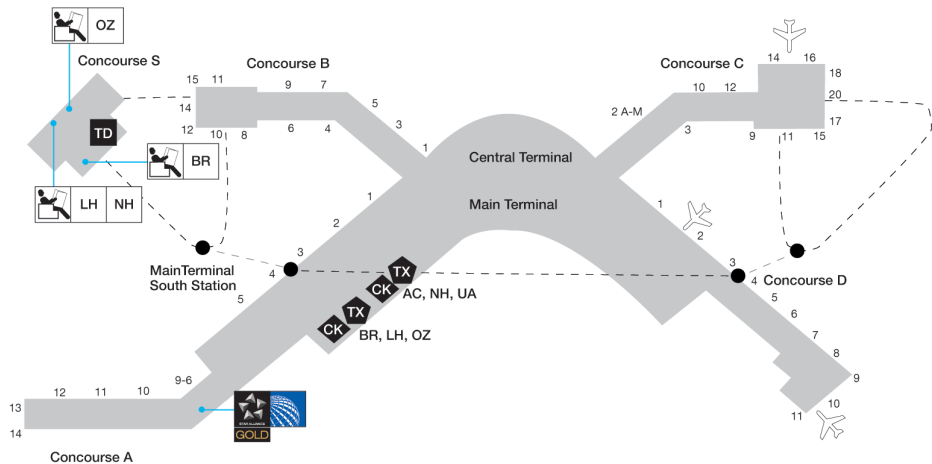
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND  
 Operating Carriers: AC | AV | BR | CA | LH | LX | NH | NZ | OZ | SK | SQ | UA

San Francisco, USA  
 San Francisco International Airport  
[www.flysfo.com](http://www.flysfo.com)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AV | CA | CM | ET | LH | LX | O6 | SA | SQ | TK | TP | UA



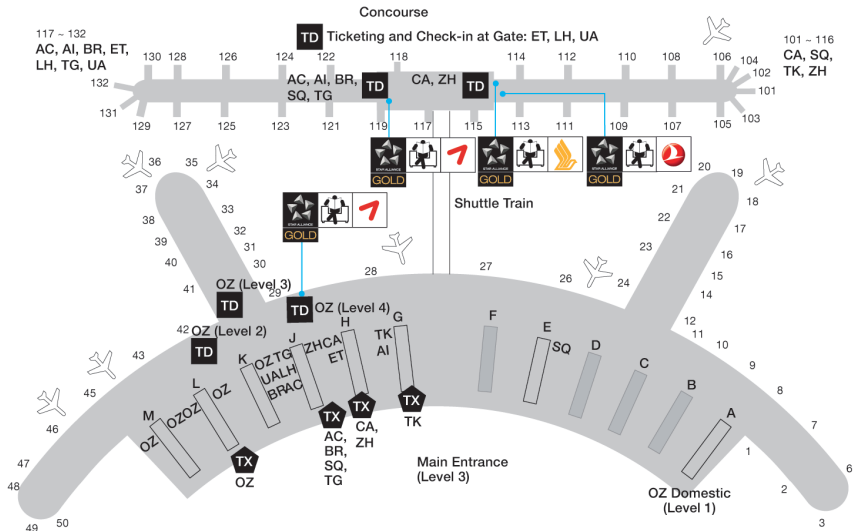
--- Transit (Underground)

SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | BR | LH | NH | OZ | UA

SEA

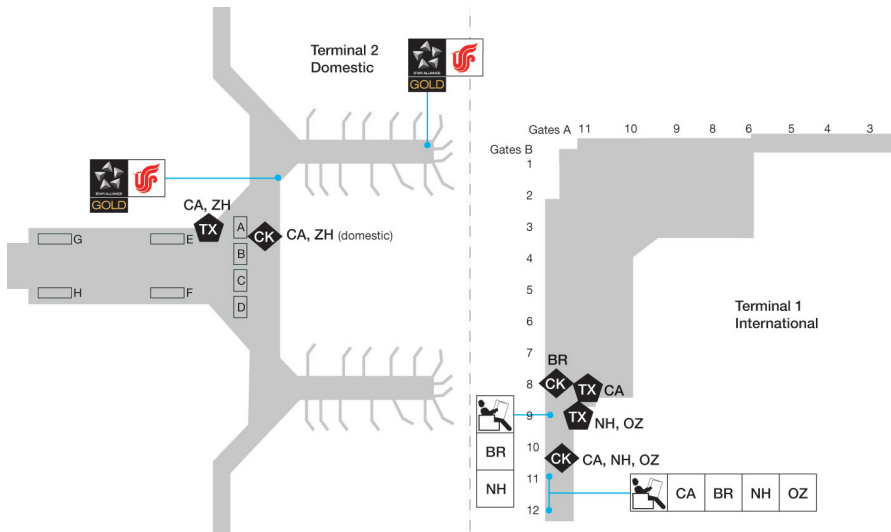
Seattle, USA  
 Seattle Tacoma International Airport  
[www.portseattle.org/sea-tac](http://www.portseattle.org/sea-tac)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AI | BR | CA | LH | OZ | SQ | TG | TK | UA | ZH

Seoul, South Korea  
 Incheon International  
[www.airport.kr](http://www.airport.kr)

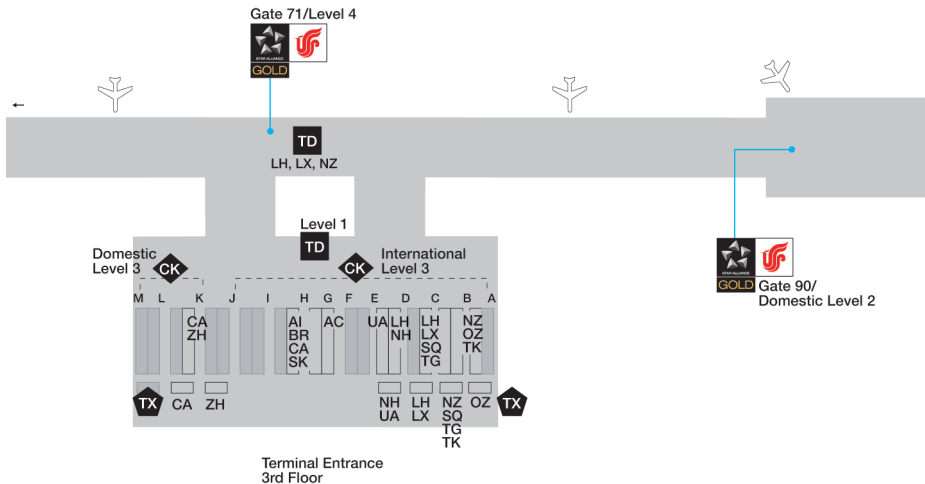


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: BR | CA | NH | OZ | ZH

SHA

Shanghai, China  
 Shanghai Hongqiao International Airport  
[en.shairport.com/hongqiaoir](http://en.shairport.com/hongqiaoir)

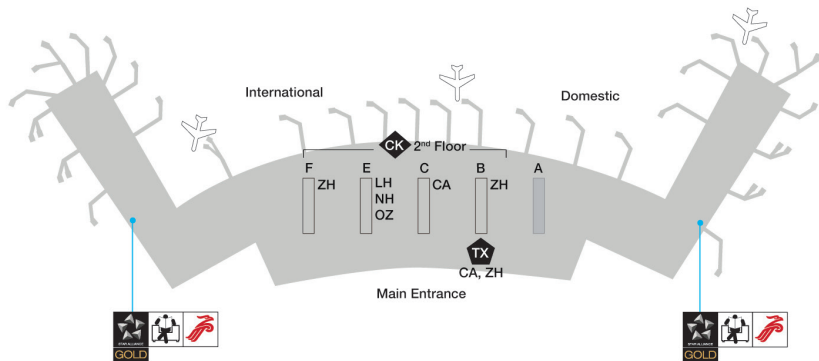


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AI | BR | CA | LH | LX | NH | NZ | OZ | SK | SQ | TG | TK | UA | ZH

Shanghai, China  
 Shanghai Pudong International Airport  
[www.shanghaiairport.com](http://www.shanghaiairport.com)

SHE



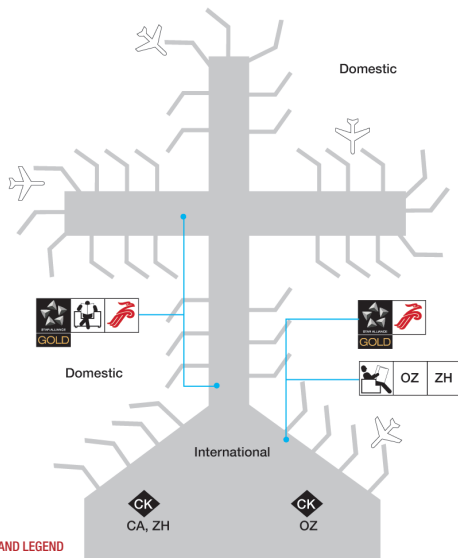
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: CA | LH | NH | OZ | ZH

Shenyang, China

Shenyang Taoxian International Airport

[tx.inairport.com/en](http://tx.inairport.com/en)



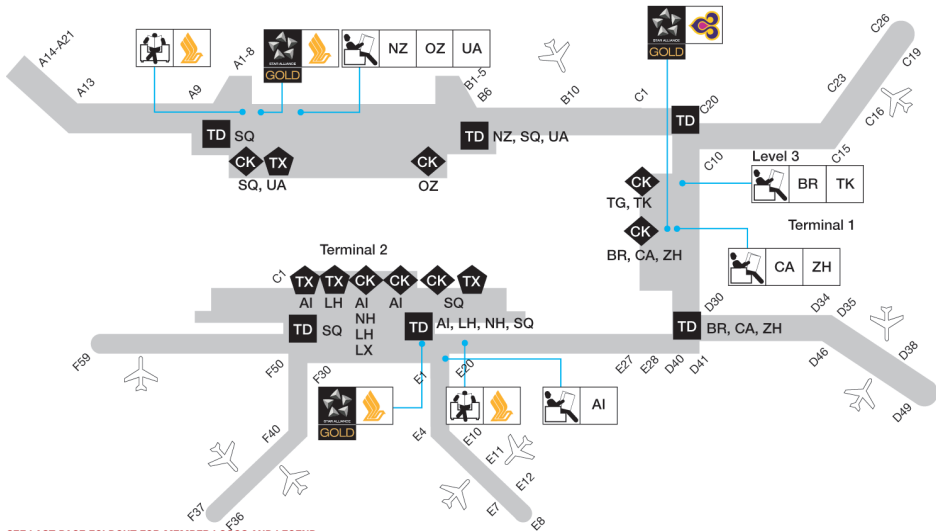
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: CA | OZ | ZH

SZX

Shenzhen, China  
 Shenzhen Bao'an International Airport  
[www.szairport.com](http://www.szairport.com)



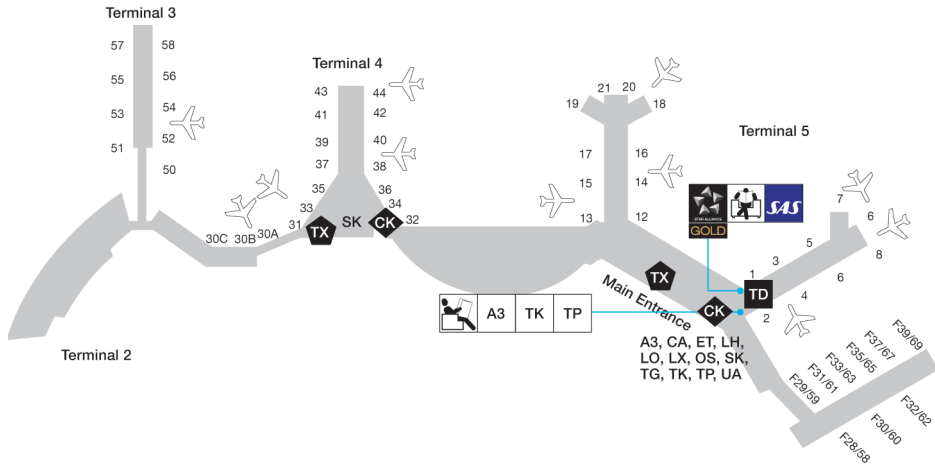


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AI | BR | CA | LH | LX | NH | NZ | OZ | SQ | TG | TK | UA | ZH

SIN

Singapore  
Singapore Changi Airport  
[www.changiairport.com/](http://www.changiairport.com/)

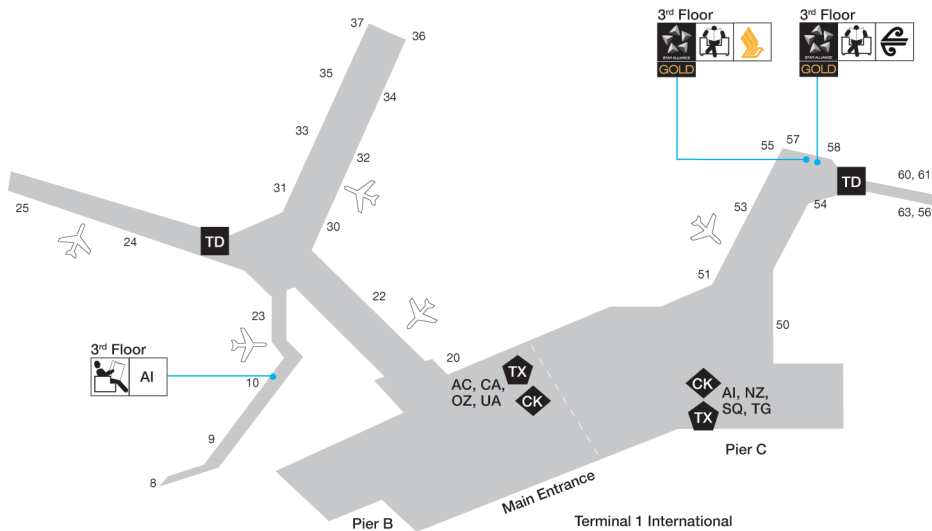


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | CA | ET | LH | LO | LX | OS | SK | TG | TK | TP | UA

Stockholm, Sweden  
Arlanda Airport  
[www.swedavia.se/arlanda](http://www.swedavia.se/arlanda)

SYD



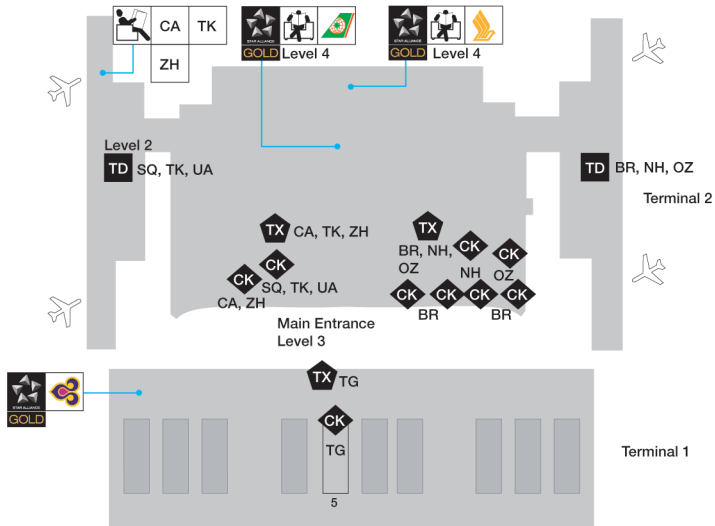
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AI | CA | NZ | OZ | SQ | TG | UA

Sydney, Australia

Kingsford Smith

[www.sydneyairport.com.au](http://www.sydneyairport.com.au)

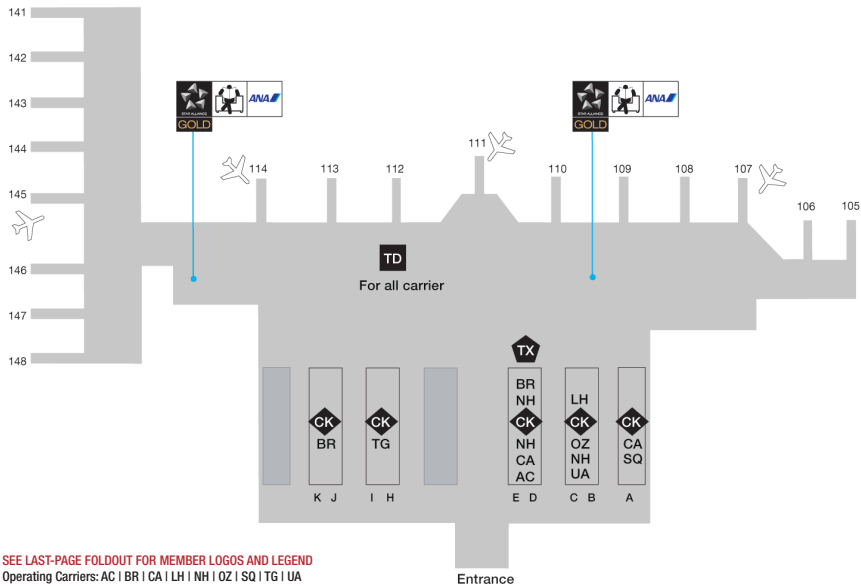


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: BR | CA | NH | OZ | SQ | TG | TK | UA | ZH

TPE

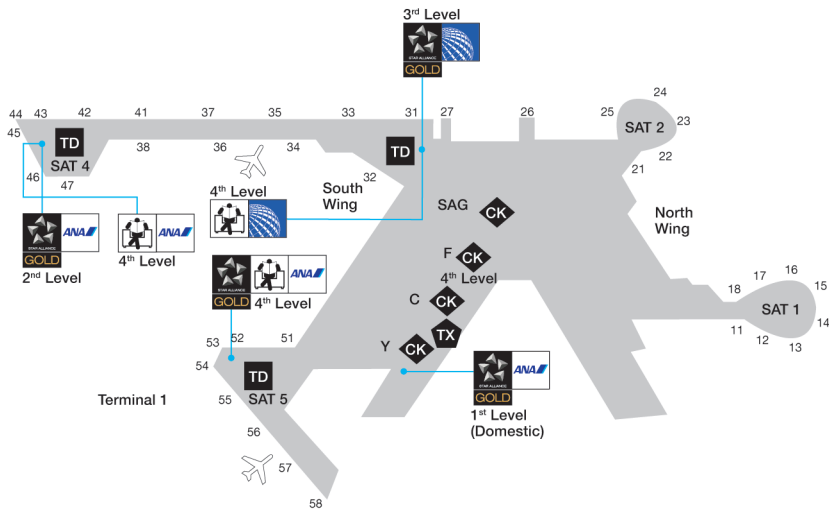
Taipei, Taiwan  
 Taiwan Taoyuan International Airport  
[www.taoyuan-airport.com](http://www.taoyuan-airport.com)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND  
Operating Carriers: AC | BR | CA | LH | NH | OZ | SQ | TG | UA

HND

Tokyo, Japan  
Haneda Airport  
[www.tokyo-airport-bldg.co.jp/en/](http://www.tokyo-airport-bldg.co.jp/en/)

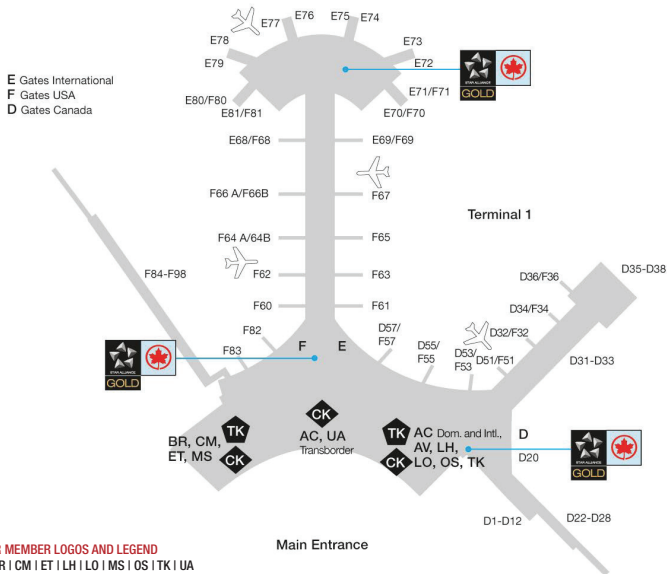


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AI | BR | CA | LH | LX | MS | NH | NZ | OS | OZ | SK | SQ | TG | TK | UA

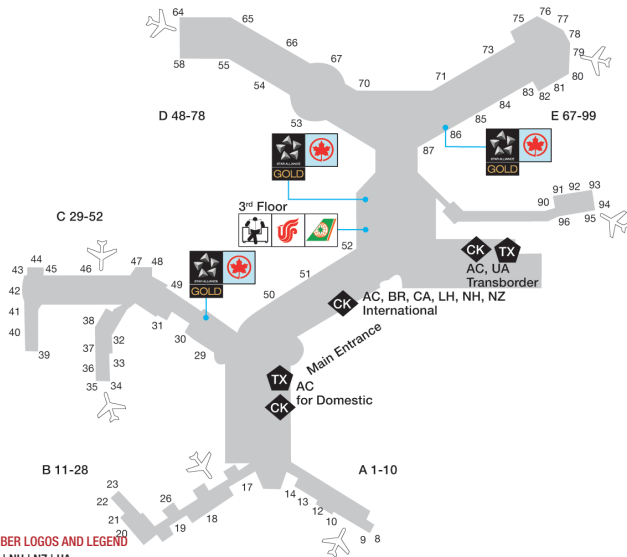
Tokyo, Japan  
 Narita International  
[www.narita-airport.jp](http://www.narita-airport.jp)

YYZ



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND  
 Operating Carriers: AC | AV | BR | CM | ET | LH | LO | MS | OS | TK | UA

Toronto, Canada  
 Lester B. Pearson International  
[www.torontopearson.com/](http://www.torontopearson.com/)

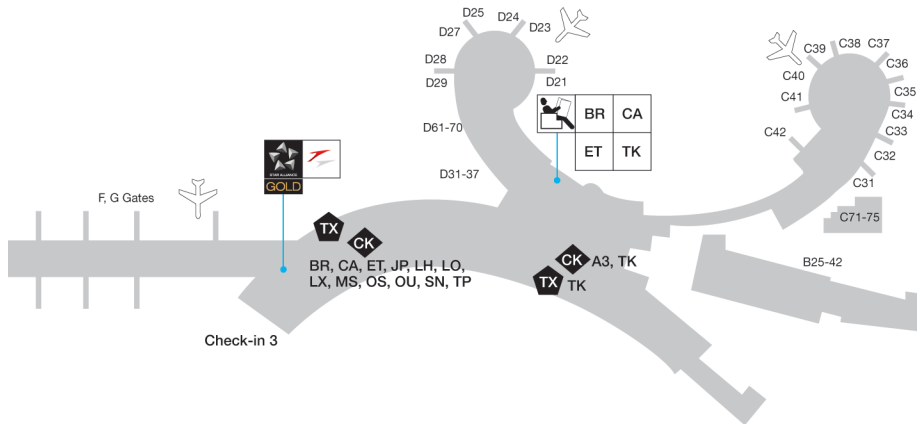


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | BR | CA | LH | NH | NZ | UA



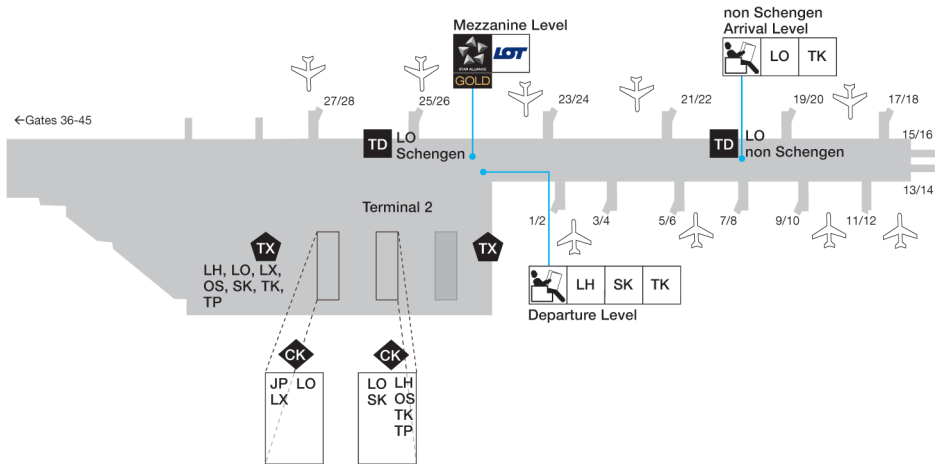
# VIE



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | BR | CA | ET | JP | LH | LO | LX | MS | OS | OU | SN | TK | TP

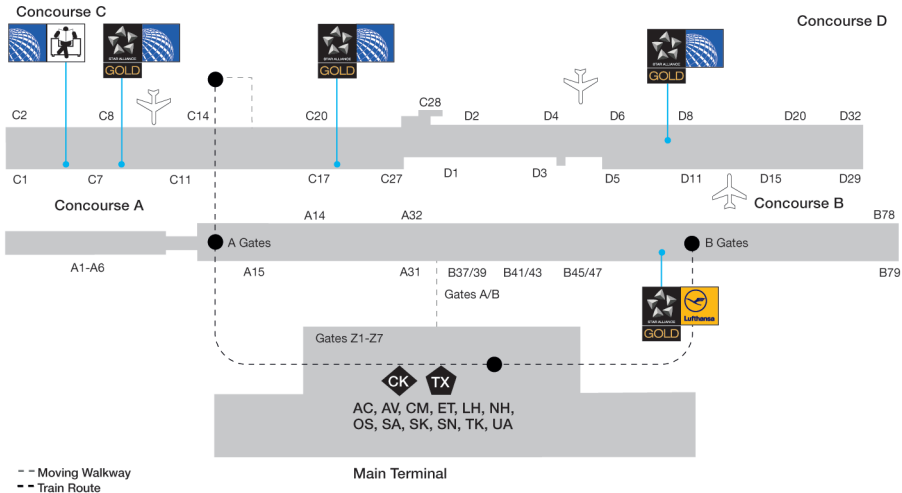
Vienna, Austria  
Vienna International Airport  
[www.viennaairport.com](http://www.viennaairport.com)



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: JP | LH | LO | LX | OS | SK | TK | TP

Warsaw, Poland  
 Frederic Chopin Airport  
[www.lotnisko-chopina.pl/](http://www.lotnisko-chopina.pl/)



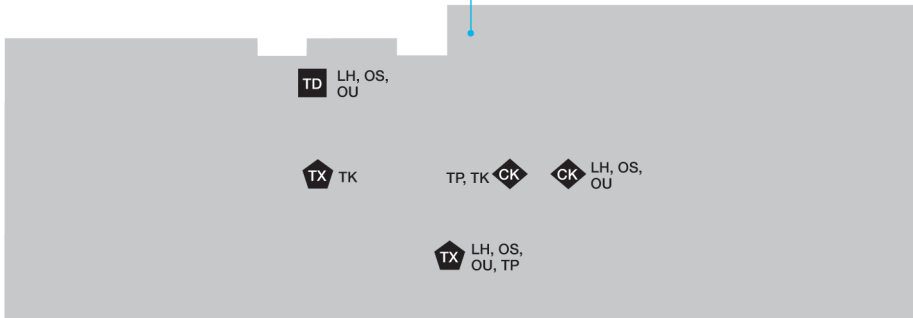
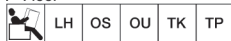
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AV | CM | ET | LH | NH | OS | SA | SK | SN | TK | UA



Parking Positions

1<sup>st</sup> Floor



Entrance

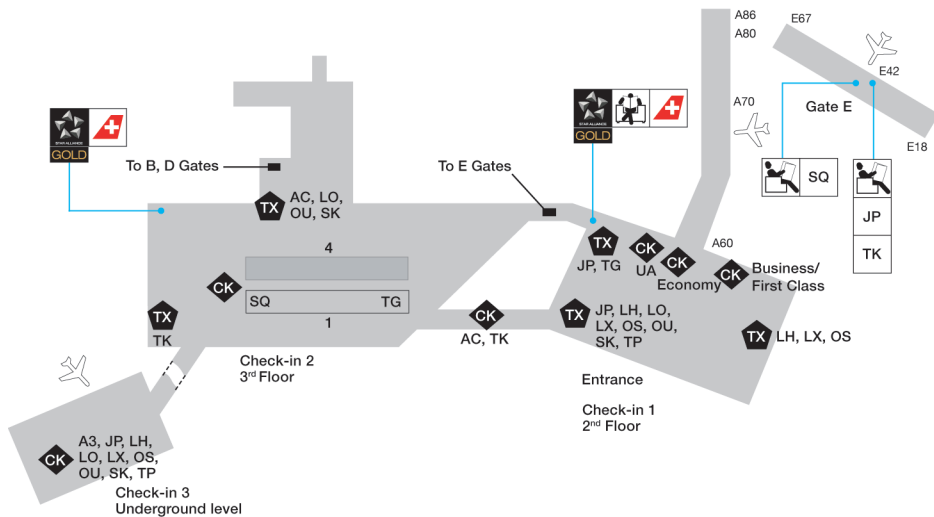
Entrance

SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: LH | OS | OU | TK | TP

ZAG

Zagreb, Croatia  
 Zagreb Airport  
[www.zagreb-airport.hr](http://www.zagreb-airport.hr)




SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | AC | JP | LH | LO | LX | OS | OU | SK | SQ | TG | TK | TP | UA



STAR ALLIANCE MEMBERS - KEY TO MAP SYMBOLS

 Adria Airways <b>JP</b>	 Air India <b>AI</b>	 Austrian Airlines <b>OS</b>	 Croatia Airlines <b>OU</b>	 LOT Polish Airlines <b>LO</b>	 Singapore Airlines <b>SQ</b>	 THAI <b>TG</b>
 Aegean Airlines <b>A3</b>	 Air New Zealand <b>NZ</b>	 Avianca <b>AV</b>	 EGYPTAIR <b>MS</b>	 Lufthansa <b>LH</b>	 South African Airways <b>SA</b>	 Turkish Airlines <b>TK</b>
 Air Canada <b>AC</b>	 ANA <b>NH</b>	 Brussels Airlines <b>SN</b>	 Ethiopian Airlines <b>ET</b>	 SAS <b>SK</b>	 SWISS <b>LX</b>	 United <b>UA</b>
 Air China <b>CA</b>	 Asiana Airlines <b>OZ</b>	 Copa Airlines <b>CM</b>	 EVA Airways <b>BR</b>	 Shenzhen Airlines <b>ZH</b>	 TAP Portugal <b>TP</b>	

LOUNGES



LOCATIONS





STAR ALLIANCE



MEMBERS & LEGEND KEY