# REFERENCE GUIDE 2017/2018

STAR ALLIANCE





# WELCOME

#### WELCOME TO THE 2017/18 EDITION OF THE STAR ALLIANCE REFERENCE GUIDE

This guide is intended to provide a single reference point for a wealth of detail about the services offered by the 28 Star Alliance member airlines. It gives an overview of each airline's policies (for example on baggage) and services (such as frequent flyer programmes and lounges) as well as information and maps for the main Star Alliance hub airports.

The aim is to help all Star Alliance member airline employees to assist customers who are travelling on any Star Alliance flight. Information changes regularly, so please continue to consult your airline's own information systems for changes and updates, as well as for operational information and procedures. We are planning a future electronic version of this guide with more frequent updates.

Please let us have your feedback and comments on the Reference Guide at **ref.guide@staralliance.com.** 

Thank you,

Star Alliance Internal Communications

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#### Star Alliance Services GmbH, Frankfurt Airport Centre, Main Lobby, D-60546 Frankfurt/Main

Vice-President, Commercial and Communications Janice Antonson Director Communications Janet Northcote Editor Garry Bridgewater, Sherana Productions Layout Ken Bitz & Jason Lavoie Solid Green Inc. Photography
Ted Fahn, British Airports Authority
and Star Alliance

#### **GREETINGS FROM STAR ALLIANCE HEADQUARTERS**

At the start of this year, Star Alliance adopted a new strategic aim: to make the customer journey better. This gives us a clear focus for all our Alliance activities. Today's customer expects to have information at his or her fingertips, and so a big part of our strategy is to create digital and self-service solutions, to provide customers with easy access to information and up-to-date services for their journey.

We are working on changing the format of this Reference Guide to ensure that you, as employees, also have easy access to its information so as to be able to serve today's Alliance customer well. Accordingly, our plan is to have the first digital version of the Guide available for you next year. If you are interested in supporting us in this development, please get in touch with the Star Alliance Communications department.



Jeffrey Goh, CEO Star Alliance

We know that our member employees are first and foremost in providing customers with an excellent travel experience. My thanks to you for your contribution to serving our customers over the last year. And my double thanks for going the extra mile, when needed, in the year to come.

Jeffrey Goh, CEO Star Alliance

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 SOCIAL MEDIA AND ONLINE

Please invite your customers to follow us on Facebook www.facebook.com/staralliance.

Twitter www.twitter.com/staralliance, and Instagram www.instagram.com/staralliance.

Further information can be found on the Star Alliance website www.staralliance.com.

Download our smartphone apps at www.staralliance.com/en/mobile-apps.

Employees can also visit www.starallianceemployees.com to get the latest Star Alliance news and reference information.

# FACTS & FIGURES

## THE NETWORK AS OF JUNE, 2017

Total revenue US\$	164.04 billion
Annual passengers	725.51 million
Daily departures	More than 18,400
Number of employees	431,040
Countries served	191
Airports served	1,300
Fleet	4,764
Lounges	More than 1,000

Figures relate to schedule data as of June, 2017 as compiled by Star Alliance Corporate Office.

	STAR ALLIANCE MEMBERS	FLEET SIZE	NUMBER OF EMPLOYEES	MAJOR HUB AIRPORTS
PORIA	Adria Airways (JP)	12	387	Ljubljana
<b>\$</b>	Aegean Airlines (A3)	47	2,093	Athens
	Air Canada (AC)	365	30,000	Montreal, Vancouver, Calgary, Toronto
K	Air China (CA)	381	23,258	Chengdu, Beijing, Shanghai
	Air India (AI)	113	19,285	Bangalore, Mumbai (Bombay), Calcutta, Delhi, Hyderabad, Chennai
6	Air New Zealand (NZ)	103	11,500	Auckland, Buenos Aires, Hong Kong, Houston, Los Angeles, London, Tokyo, San Francisco, Singapore, Sydney, Vancouver, Shanghai
ANA.	ANA (NH)	256	13,000	Tokyo, Tokyo
1	Asiana Airlines (OZ)	84	10,069	Seoul, Seoul
7	Austrian (OS)	80	6,450	Vienna
Avianca	Avianca (AV)	181	21,000	Bogota, Lima, San Salvador

	STAR ALLIANCE MEMBERS	FLEET SIZE	NUMBER OF EMPLOYEES	MAJOR HUB AIRPORTS
Avianca	Avianca Brasil (O6)	48	4,700	Brasilia, Rio de Janeiro, Sao Paulo
	Brussels Airlines (SN)	50	3,500	Brussels
	Copa Airlines (CM)	95	8,069	Panama City
<b>W</b>	Croatia Airlines (OU)	12	902	Zagreb
	EGYPTAIR (MS)	62	9,000	Cairo
	Ethiopian Airlines (ET)	88	13,484	Addis Ababa, Lome, Lilongwe
	EVA Airways (BR)	73	10,172	Taipei
	Juneyao Airlines (HO)	62	5,832	Shanghai, Shanghai
மா	LOT Polish Airlines (LO)	48	1,690	Warsaw
Lufthansa	Lufthansa (LH)	350	36,000	Frankfurt, Munich

	STAR ALLIANCE MEMBERS	FLEET SIZE	NUMBER OF EMPLOYEES	MAJOR HUB AIRPORTS
SAS	Scandinavian Airlines (SK)	156	10,710	Stockholm, Copenhagen, Oslo
P	Shenzhen Airlines (ZH)	172	22,423	Guangzhou, Shenzhen
	Singapore Airlines (SQ	106	14,800	Singapore
	South African Airways (SA)	57	8,525	Johannesburg
A	SWISS (LX)	91	9,101	Geneva, Zurich
<b>TP</b>	TAP Air Portugal (TP)	80	7,300+	Lisbon
**S	Thai Airways International (TG)	96	21,998	Bangkok
	Turkish Airlines (TK)	337	24,124	Ankara, Istanbul
	United Airlines (UA)	1,221	87,500	Denver, New York, Guam, Washington, Houston, Los Angeles, Chicago, San Francisco

# CONNECTING PARTNERS



Star Alliance's Connecting Partner model is a new and innovative programme that allows airlines to link to Star Alliance without becoming a member. Connecting Partners have full commercial links with three or more member airlines, but not with all 28 members.

Typically, a Connecting Partner is a regional airline or an airline operating a low-cost model. Connecting Partners may be subsidiaries of a member airline or completely separate entities. Star Alliance Gold and Silver status customers enjoy a tailored set of privileges in line with the product offerings of the individual Connecting Partner when they fly on an itinerary involving at least one member carrier and the Connecting Partner.

Juneyao Airlines became the first Star Alliance Connecting Partner in May 2017. Customers travelling on an itinerary which includes a transfer between a Star Alliance member airline and Juneyao Airlines will enjoy benefits such as passenger and baggage through check-in. Frequent flyer programme members from Juneyao Airlines can collect and redeem miles on Air China, Air Canada, EVA Air, Singapore Airlines and United, while members of these airline's FFPs can collect and redeem miles on Juneyao Airlines. Customers should check the individual frequent flyer programme for full details.

Star Alliance Gold Card holders will enjoy the following tailored privileges on connecting flights operated by Juneyao Airlines:

- Lounge Access
- Fast Track Security
- Additional Baggage
- Priority Check-in
- Priority Boarding
- Priority Standby
- Priority Baggage Delivery



# 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.

#### 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

#### 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.

#### **RECOGNITION OF MEMBERSHIP CARDS**

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

#### STAR ALLIANCE GOLD



Priority Airport Check-in Extra Baggage Allowance <sup>1</sup> Gold Track (Priority Security & Immigration) Airport Lounge Access <sup>2</sup>

Priority Boarding

Priority Baggage Handling

Priority Reservation Waitlist Priority Airport Stand-by

1 Honey 7 in port occarior is

#### STAR ALLIANCE SILVER



Priority Reservation Waitlist Priority Airport Stand-by

- 1 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.
- 2 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.

#### STAR ALLIANCE GOLD BADGES

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





#### LOUNGE RESTRICTIONS

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- 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	Air Canada VIP, Altitude Super Elite 100K, Altitude Elite 75K, Altitude Elite 50K
Air China	CA	PhoenixMiles Platinum, PhoenixMiles Gold
Air India	Al	Maharajah Club, Golden Edge Club
Air New Zealand	NZ	Airpoints Elite, Airpoints Gold
ANA	NH	Diamond, Platinum, Super Flyers
Asiana Airlines	OZ	Asiana Club Platinum, Asiana Club Diamond, Asiana Club Diamond Plus
Austrian	OS	HON Circle, Senator
Avianca	AV	LifeMiles Diamond, LifeMiles Gold
Avianca Brasil	06	Amigo Diamond, Amigo Gold
Brussels Airlines	SN	HON Circle, Senator
Copa Airlines	CM	PreferMember Presidential Platinum, PreferMember Platinum,
		PreferMember Gold

Croatia Airlines EGYPTAIR Ethiopian Airlines EVA Airways LOT Polish Airlines Lufthansa Scandinavian Airlines Shenzhen Airlines Singapore Airlines South African Airways SWISS	OU MS ET BR LO LH SX SA LX SS LX SS	HON Circle, Senator EGYPTAIR Plus Gold, EGYPTAIR Plus Platinum ShebaMiles Gold, ShebaMiles Platinum Infinity MileageLands Diamond, Infinity MileageLands Gold HON Circle, Senator HON Circle, Senator EuroBonus Gold, EuroBonus Pandion, EuroBonus Diamond PhoenixMiles Platinum, PhoenixMiles Gold KrisFlyer Elite Gold, PPS Club, Solitaire PPS Club, Solitaire PPS Club Life Platinum, Gold, Lifetime Platinum HON Circle, Senator
TAP Air Portugal	TP	Victoria Gold
Thai Airways International	TG	Royal Orchid Plus Gold, Royal Orchid Plus Platinum
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
norun	Adria Airways (JP)	Miles & More	HON Circle Senator	Frequent Traveller	Miles
A	Aegean Airlines (A3)	Miles+Bonus	Miles+Bonus Gold	Miles+Bonus Silver	Miles
	Air Canada (AC)	Aeroplan	Air Canada VIP Altitude Super Elite 100K Altitude Elite 75K Altitude Elite 50K	Altitude Elite 35K Altitude Prestige 25K	Miles
F	Air China (CA)	PhoenixMiles	PhoenixMiles Platinum PhoenixMiles Gold	PhoenixMiles Silver	Kilometres
4	Air India (AI)	Flying Returns	The Maharaja Club Golden Edge Club	Silver Edge Club	FR Points
6	Air New Zealand (NZ)	Airpoints	Airpoints Elite Airpoints Gold	Airpoints Silver	Airpoints Dollars
ANA	ANA (NH)	ANA Mileage Club	Diamond Platinum Super Flyers	Bronze	Miles

	Star Alliance Members	Frequent Flyer Programme	Star Alliance Gold	Star Alliance Silver	Programme Currency
1	Asiana Airlines (OZ)	Asiana Club	Asiana Club Platinum Asiana Club Diamond Plus Asiana Club Diamond	Asiana Club Gold	Miles
1	Austrian (OS)	Miles & More	HON Circle Senator	Frequent Traveller	Miles
Avianca	Avianca (AV)	LifeMiles	LifeMiles Diamond LifeMiles Gold	LifeMiles Silver	Miles
Avianca	Avianca Brasil (06)	Amigo	Amigo Diamond Amigo Gold	Amigo Silver	Points
<i>!</i> >	Brussels Airlines (SN)	Miles & More	HON Circle Senator	Frequent Traveller	Miles
	Copa Airlines (CM)	ConnectMiles	PreferMember Presidential Platinum PreferMember Platinum PreferMemberGold	PreferMember Silver	Miles
W.	Croatia Airlines (OU)	Miles & More	HON Circle Senator	Frequent Traveller	Miles

	Star Alliance Members	Frequent Flyer Programme	Star Alliance Gold	Star Alliance Silver	Programme Currency
W	EGYPTAIR (MS)	EGYPTAIR Plus	EGYPTAIR Plus Platinum EGYPTAIR Plus Gold	EGYPTAIR Plus Silver	Miles
	Ethiopian Airlines (ET)	ShebaMiles	ShebaMiles Gold ShebaMiles Platinum	ShebaMiles Silver	Miles
	EVA Airways (BR)	Infinity MileageLands	Infinity MileageLands Diamond Infinity MileageLands Gold	Infinity MileageLands Silver	Miles
மா	LOT Polish Airlines (LO)	Miles & More	HON Circle Senator	FrequentTraveller	Miles
Lufthansa	Lufthansa (LH)	Miles & More	HON Circle Senator	Frequent Traveller	Miles
SAS	Scandinavian Airlines (SK)	EuroBonus	EuroBonus Pandion EuroBonus Diamond EuroBonus Gold	EuroBonus Silver	Points
P	Shenzhen Airlines (ZH)	) PhoenixMiles	PhoenixMiles Platinum PhoenixMiles Gold	PhoenixMiles Silver	Kilometres

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

# RESERVATION CALL CENTRES

### Adria Airways (JP) www.adria.si

Albania	+355-4-2272-666
Austria	+43-1-879-87-05
Belgium	+32-2808-47-99
Bosnia & Herzegovina	+387-33-232-125
Croatia	+385-1-670-0333
Czech Republic	+386-1-369-1010
Denmark	+45-78-79-31-38
France	+33-178-429-433
Germany	+49-69-770-673-061
India	+91-11-4365-8005
Israel	+972-3-52-23-161
Italy	+386-1-369-1010
Kosovo	+381-38-24-6746

Macedonia	+389-2-3117-009
Montenegro	+382-20-201-201
Netherlands	+31-20-262-8150
Poland	+48-22-632-21-22
Russia	+7-495-937-5629
Serbia	+381-11-2286-457
Slovenia	+386-1-369-1010
Sweden	+46-85-09-27-915
Switzerland	+41-44-551-05-60
United Kingdom	+44-20-7862-1747
USA and Canada	+1-855-77-ADRIA (2 3742) (toll free) +1-973-637-1012

### Aegean Airlines (A3) www.aegeanair.com

HQ Call Centre	+30-2106261000	Germany	+49692385630
Barcelona	+34900802376	Greece	801 11 20000 / (+30) 210 6261000
Belgium	+3227534710	Italy	+390697150532-33
Cyprus	+35722654100	Russia	(+7) 495 139 87 90
France	+33170031323	USA	(+1) 855-323-4326
	, , , , , , , , , , , , , , , , , , , ,	UK	+442087593800/+448712000040 (UK only)



# Air Canada (AC) www.aircanada.com

<b>All Other Countries</b>	Canada: 1-514-393-3333	Belgium	(toll free) 0800 70422
Antigua	(toll free) 1-800-744-2472 1-268-462-1147	Bermuda	(toll free) 1-888-247-2262 1-441-293-1777
	(toll free) 1-800-744-2472	Brazil	55-11-3254-6630
Argentina	1-268-462-1147	Canada	(toll free) 1-888-247-2262
Aruba	(toll free) 1-800-744-2472	Cayman Islands	(toll free) 1-866-931-2021
Australia	(toll free) 1 300-655-767 1-800-421-094	Chile	1-800-744-1112 (toll free) 800-400-142
Bahamas	(toll free) 1-800-389-0653	Offile	56 2 24602206
Bahrain	973-17-828772		86-10-6468-2001 intrnl calls
Barbados	(toll free) 1-800-744-2472, 1-866-913-9517 + 1 (246) 428-5077	China	400-811-2001 In China (reg toll charges apply) Hong Kong 852 2867 8111

Colombia	(toll free) +01 800-952-0337
Costa Rica	(toll free) +0 800-052-1988
Cuba	537-8363226
Cyprus	357-2286-9769
Czech Republic	+420 234 723 265
Denmark	(toll free) 1-800-010135
Dominican Rep.	(toll free) 1-888-760-0020 809-959-0200
Ecuador	(toll free) 1-800-010135
France	0825-880-881
Germany	+49-69-27115-111
Greece	30-210-934-1322
Grenada	(toll free) 800-744-2472
Guadeloupe	590-590-211277
Haiti	509-2810-5857
India	Delhi & Haryana 91-11-4717-2900 Outside Delhi & Haryana (toll free) 1-800-102-8182
Indonesia	62-21-522-6660
Ireland	(toll free) 1-800-709900
Israel	+972-3-607-2111
Italy	(passengers) +39.06.8351.4955 (travel agents) +39.06.6932.3474

Jamaica	(toll free) 1-800-677-2485
	In Japan 0570-014-787
Japan	From outside Japan 81-3-4335-9300
Korea (South)	82-2-3788-0100
Lebanon	961-1-811690,91,92,93
Luxembourg	800-23032
Malaysia	60-3-2715-2053
Martinique	596-21-12-77
Mexico	(toll free) 01-800-719-2827
Mexico	9138-0280
Morocco	0 800 092303
Netherlands	0800-0229-769
New Zealand	0508-747-767
Pakistan	92-21-356-77395 / 77212
Panama	00-800-052-1457
	269-6464 /6444
Peru	(toll free) 0800-52-073
Philippines	63-2-737-9710 to 12
Poland	48-22-696-85-21
Puerto Rico	(toll free) 1 877 321 0173
Russia	Moscow +7-495-771-6471 St. Petersburg 7-812-740-3820
Saudi Arabia	00-966-920002185
Singapore	65-6238-8112

South Africa	27-11-463-1147
Spain	(toll free) 900935265 914 585 568, 914 585 571
Sri Lanka	94-11-547-4747
St. Kitt's	(toll free) 1-800-744-2472
St. Lucia	(toll free) 1-800-744-2472
Switzerland	0848-247-226
Taiwan	886-2-2511-7799
Thailand	66-2-718-1839

Trinidad & Tobago	(toll free) 868-669-4279
Turkey	+90 212 2497430 / +90 212 2497431
Turks & Caicos	(toll free) +1-866-931-2012
United Arab Emirates	971-4-2112-537
United Kingdom	0871-220-1111, 0371-220-1111
United States	(toll free) 1-888-247-2262
Venezuela	(toll free) 0-800-100-4918



# Air China (CA) www.airchina.com.cn

Americas	+1-800-882-8122
Australia	0011-800-86-100-999 (Free) 1-800-860-999
Canada	+1-800-882-8122
China	+86-10-95583

Europe	+800-86-100-999
Hong Kong	001/006-800-86-100-999
Japan	80086100999/ 0570095583
Korea	+800-86-100-999
Philippines	+800-86-100-999
Singapore	+800-86-100-999



# Air India (AI) www.airindia.com

Australia	1800-247-463	Malaysia	00-603-20726066
Austria	00 431700733974/975	Male	00 960 3323003
Bahrain	0097317223848/49	Netherlands	00-3120-6248109
Bangkok	00 66 22165694/95	Oman	00-968-2476-2100
Beirut	00 9611 342200	Qatar	00 974 44426889/
Canada	1800-625-6424		00 974 41823/24
Denmark	00-4533-157070	Russia	007-499-2364440
Dhaka	00 8802 9348691		Dammam 00 9663 8820834/
Egypt	00-202-23922592	Saudi Arabia	00966138821824/25/ Jeddah 00 96612 2632994
France	0033-1-76545741	Gadai Alabia	Salalah 00-9611-23297948
Germany	0049-69-1200-9821		Riyadh 00-96611-4774484
Hong Kong	00 852 25221176	Singapore	00-65-62259411
India	1800-180-1407	South Korea	00 822 7526310/11
Iran	00-9821-88735/956	Spain	00 3491 3230453
Italy	Milan 00 3902 864 53641	Switzerland	00-4143-8887090
-	Rome 00 3906 487 937100		Abu Dhabi 00 971 26322747/300
Jakarta	00 6221 6821073		Ajman 06 7442789
Japan	Osaka 00 816 62641781 Tokyo 00 81335080261	United Arab Emirates	Al Ain 00-971-37557696 Al Fujarah 09 2231989
Kabul	00 93 777309713		Dubai 00 9716 5970444 Ras al Khaimah 07 2221789
Kathmandu	00 97771 4429468		Sharjah 00 9716 5970444
Kuwait	00-965-22409094		Birmingham 0044 121 767 8778
Lebanon	00-9611-342200	United Kingdom	London 0044-207-760-3290

 United States
 1800-223-7776
 Yangon
 0095 1 254758

 Vietnam
 00 84838 279969 xtn 310

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### Air New Zealand (NZ) www.airnewzealand.co.nz

Air New Zealand (NZ) www.aimewzealand.co.nz			
Australia	(toll free) 132-476	Israel	+972-3-560-1616
Austria	(toll free) 0-800-295-838	Italy	800-876-126
Belgium	(toll free) 0-800-79-586	Japan	+81-3-5521-2770
Canada	1-866-351-9528	Korea (South)	+82-2-737-4025
Cariada	Vancouver 1-604-606-0150	Luxembourg	(toll free) 0-800-225-27
Ohino	Beijing +86-10-6587-0000	Malaysia	+603-2715-5020
China	Shanghai +86-21-2325-3333 Hong Kong +852-2862-8988	Mexico	+52-55-5208-1216
Cook Islands	+682-26-300	Netherlands	(toll free) 0-800-022-1016
OOOK ISIAI IAS	1002 20 000	New Caledonia	+687-286-677
Czech Republic	(toll free) 800-143-854	New Zealand	+64-9-357-3000 (toll free) 0-800-737-000
Denmark	(toll free) +800-17-055	Norfolk Island	+6723-22-195
Fiji	+679-331-3100	Norway	(toll free) 800-11-080
Finland	(toll free) 0-800-113-282	Niue	+683-4317
France	(toll free) 0-800-907-712	Philippines	+632-884-8097
French Polynesia	+689-540-740	Portugal	(toll free) 800-880-452
Germany	(toll free) 0-800-183-0619	Russia	+7-495-744-0490
	New Delhi +91-11-23730864	Samoa	+685-20825
India	Mumbai +91-22-26817910 Chennai +91-44-28586868	Singapore	+65-6884-8121
Ireland	(toll free) 1-800-551-447	Slovakia	(toll free) 0-800-005-126

South Africa	+27-11-289-8036	Thailand	+66-2-2358-226
Spain	+900-99-32-41	Tonga	+676-23-192
Sweden	(toll free) 0-20-792-939	United Kingdom	0-800-028-4149
Switzerland	(toll free) 0-800-557-778	United States	(toll free) +1-800-262-1234
Taiwan	+886-2-2537-0146	Vanuatu	+678-22-666

### ANA (NH) www.ana.co.jp

Argentina	11-5274-1600	Indonesia	001-803-0081-1366
Australia	1800-081-765	Ireland	1-800901642
Austria	0800-298-382	Israel	09-9669339
Belgium	0800-81853	Italy	800-877261
Bolivia	2279-7068 / 2212-4475	Japan	03-6741-6685
Brazil	11-2141-2121	Korea (South)	0079-8817-1836
Canada	1-844-728-0647	Malaysia	1800-81-8015
Cambodia	23-963-617/618	Mexico	01-800-062-3505
China	4008-82-8888	Myanmar	01-9255-103/104
Colombia	1-620-3515	Netherlands	0800-022-3158
Costa Rica	2257-5745	Norway	8001-3443
France	0800-909-164	Panama	263-3033 / 301-0404
Germany	0800-1810397	Peru	1-444-4441
Guatemala	2-362-8018	Philippines	1-800-1-8160330
Hong Kong	800-960-150	Russia	495-258-2370
India	000800-100-9274	Singapore	800-8102-448
11010	Spain	900-9-581-99	

Sweden	0201-00439	United Kingdom	0808-234-6842
Switzerland	0800-897-679	United States	1-800-235-9262
Taiwan	00801-81-4750	Venezuela	212-232-0454
Thailand	1800-011-254	Vietnam	120-81-881
United Arab Emirates	04-4060-515		



# Asiana (OZ) www.flyasiana.com

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Australia	+61-1300-767-234	Hungary	+36-70-388-8267
Argentina	+54-11-4393-8867	India	+91-11-2331-5631/2
Austria	+43-1-585-36-31-75	Indonesia	+62-21-5591-3104/3229
Bangladesh	+880-2-912-9682	Italy	+39-06-6595-26972
Belgium Brazil	+31-20-6547920 +55-11-3337-7778	Japan	0570-082-555 / +81-3-5812-6600
Cambodia	+855-23-890-441	Kazakhstan	+7-727-356-32-35~7
Chile	+56-2-639-0889	Korea(south)	1588-8000 / +82-2-2669-8000
China	400-650-8000 /	Malaysia	+60-88-268-677
China	+86-10-8451-0101	Mexico	+52-55-5208-1122
Czech Republic	+42-296-368-271	Nepal	+977-1-426-2167/422-2086
Dubai	+971-4-352-6000	Netherlands	+31-20-6547920
France	+33-1-81-80-0940	New Zealand	+64-9-308-3359
Germany	+49-69-9210-190	Pakistan	+92-21-568-0620
Hongkong	400-650-8000 / +86-10-8451-0101	Palau	+680-587-2250

Philippines	+63-2-662-8000	Thailand	+66-2-016-6500
Russia	+7-4242-722000/1	Turkey	+90-212-256-4144
Saipan	+1-670-288-2625	United Kingdom	+44-845-602-9900
Singapore	+65-6225-3866	United States	+1-213-365-4500/2000 /
Spain/Portugal	+34-91-562-54-9		800-227-4262
Sri Lanka	+94-11-243-0380	Uzbekistan	+998-71-140-0900-1
Swiss	+41-44-286-99-42	Vietnam	+84-4-3771-4094/5
Taiwan	+885-2-2581-4000		

Austrian (OS) www.austrian.com

Albania	+355-4-2235028	China	+86-4008-810-770
Armenia	+374-10-512-201	Croatia	+385-1-6265-900
Australia	+61 282 784385	Cyprus	+357 2200 0834
Austria	+43-5-1766-1000	Czech Republic	+420-227-231-231
Azerbaijan	+994-12-497-18-22	Denmark	+45-70-11-30-00
Belarus	+375-17-2-900-900	Egypt	+20 2 2580 3500
Belgium	+32-2-642-25-79	Estonia	+371-6-7507700
Bosnia &	+387 552 33976	France	(within France) 0-820-816-816
Herzegovina	+307 332 33970	Georgia	+995-32-224-33-24
Bulgaria	+359 29358245	Germany	+49 6950 600 598
Canada	(toll free) +1-800-843-0002	Hungary	+36 1429 2204
		<u> </u>	

Iran	+98-21-833-88	Russia	+7-495-995-0-995
Iraq	+964-750-302-1112/3/4	Serbia	+381-11-324-8077
Israel	+972 3 905 8049	Slovak Republic	+421 (0) 2-4940-2100
Italy	+39-02-896-34-296	Slovenia	+386-1-244-30-60
Jordan	+962-5-200-180	Spain	902 257 000
Kazakhstan Latvia	+7-7172-595-8888 +371-67507700	Sweden	(local hotline) 0-770-82-73-73 +46-770-82-73-73
Lebanon	+971-4-211-25-38	Switzerland	+41-44-286-8088
Lithuania	+370-5-210-5030	Thailand	+66 205 66 868
Macedonia	+389-2-3148372/5	Turkey	+90-212-354-88-67
Moldova	+373-22-244083	Ukraine	0-800-3000 49
Montenegro Netherlands	+382-20-653-350	United Arab Emirates	+971-4-211-25-38 to 42
	(local hotline) 0-900-265-8920 (local number) 815-21-052	United Kingdom	(local toll free) 0-870-1-24-26-25
Norway Poland	+48-22-5203420	United States	(toll free) +1-800-843-0002
Romania	+40 21 655 0730		



# Avianca (AV) www.avianca.com

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Aruba	(00297) 588-0059		TDD (0 800) 891-1684
Bolivia, La Paz &	(000) 10, 0000	Canada	(1 800) 722-8222
Santa Cruz	(800) 10-8222	Chile	(800) 53-6022

Colombia	Barranquilla (57 5) 330-2030; Bogota (57 1) 401-3434; Cali (57 2) 321-3434; Medellin (57 4) 444-3434; Linea Nacional Co (01 8000) 95-3434
Costa Rica	(506) 2299-8222
Curacao	(005 999) 844-2020
Dominican Rep.	(809) 200-8662
Ecuador	(1 800) 00-3434
Guatemala	(502) 2470-8222
Honduras	SAP (504) 2570-8222 TEP (504) 2281-8222
Mexico	(01 800) 123-3120
Nicaragua	(505) 2276-9982
Panama	(800) 0555; (507) 206-8222

Paraguay	(009-800) 511-8222
Peru	Lima (511) 511-8222; Provincia (0 800) 5-1111
Puerto Rico	(1 800) 284 2622
Salvador	(503) 2267-8222
Spain	(34 902) 026-655
United Kingdom	(0 800) 0314-206
United States	(1 800) 284-2622 TDD(1 866) 998-3357
Uruguay	(000) 405-1004
Venezuela	(0 800) 284-2622
United States Uruguay	(1 800) 284-2622 TDD(1 866) 998-3357 (000) 405-1004



# Avianca Brasil (O6) www.avianca.com.br

Sao Paulo	+5511 4004-4040	USA	1844-2591397
Other Cities in	0300-798-8160; 0800-286-6543 (Customer Belations)		



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	+32-27-232420/30/40;	Guinea	+224-41-34-40
General Number Gen. Res. 0902-51600 (€0,75/min.)		Hungary	+36 1429 2208
Angola	After sales 078-18-88-89 +244-222-311-447	Ireland	+44 (0) 8-71-94-59-737; +353 1 526 4400
Austria	+32-2-723-23-62; Base 0902-51-600;	Israel	1-80-937-0-937; +272-14-15-35-87
, taoti ia	FTL +32-2-723-24-20; SEN: -30: HON:-40	Italy	199-400-299
	SEN: -30; HON:-40  Gen. Res. 0902-51600 (€0,75/min.)	Ivory Coast	+225-21-21-38-70
Belgium	After sales 078-18-88-89	Kenya	+254-20-444-30-70
Burundi	+257-2225-6281	Lithuania	+370 520 511 83; +370-5-232-92-92
Cameroon	+237-342-05-15; +237-223-47-35 (NSI)	Luxembourg	90-07-30-15/75
Czech Republic	+42 (0) 2-34-00-82-58	Malta	+97-14-373-922 or +356-21-805-025
DR Congo	+243-89-89-75-010	Netherlands	0900-1234-380
Denmark	+45-333-77-353	Norway	+47 (0) 22-83-65-69
Finland	+358 (0) 203-86-300	Poland	+48-22-5777-222
France	0892-231-682	Portugal	+351-707-783-783
Gambia	+220-446-68-82/3/4	Romania	+40 216 55 0720
Germany	French/English: 90-07-30-15 German/English: 90-07-30-75	Russia	+7 495 411 8446
Greece	+ 30 211 18 13 876		

Rwanda	+250-57-52-90
Senegal	+221-823-04-60
Sierra Leone	+232-22-23-6442
Slovenia	+386 (0) 40-747-440
Spain	+34-902-220-105
Sweden	+46 (0) 86-11-59-30
Switzerland	0900-85-0000
Uganda	+256-41-423-4201

Ukraine	+38 (0) 44-4-90-38-00; +38 044 4903 802
United Kingdom	+44 371 945
United States	1-800-581-6400



# Copa Airlines (CM) www.copaair.com

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Aruba	Cordoba 0810-810-COPA (2672) Oranjestad (297) 585-COPA (2672)		Belo Horizonte 0 800 886 COPA (2676) Brasilia 0 800 886 COPA (2676)
Australia Austria	+61 2 9959 3696 +49 611 267 67 0		Manaos 0 800 886 COPA (2676) Porto Alegre
Bahamas Belgium	Nassau 1-800-389 0772 +31 (0) 202-410-168	Brazil	0 800 886 COPA (2676) Recife 0 800 886 COPA (2676) Rio de Janeiro 0 800 886 COPA (2676) San Paulo 0 800 886 COPA (2676)

Canada	Montreal 1-800-FLY-COPA (359-2672) Toronto 1-800-FLY-COPA (359-2672)		Punta Cana (809) 200-2772 Santiago De Los Caballeros
Chile	Santiago De Chile (56) 2 2835 8200	Dominican Republic	(809) 200-2772 Santo Domingo
	Barranquilla 01-8000-112600 Bogota (571) 320-9090 Bucaramanga 01-8000-112600		(809) 472-COPA (2672) Santo Domingo 809-200-2772 (toll-free provinces)
Colombia	Cali 01-8000-112600 Cartagena 01-8000-112600 Cucuta 01-8000-112600	Ecuador	Cuenca (593) 4230-3211 Quayaquil (593) 4230-3211 Quito (5932) 227-3082
Leticia 01-8000-112600 Medellin 01-8000-112600 Pereira 01-8000-112600 San Andres 01-8000-11260	Leticia 01-8000-112600	El Salvador	San Salvador (503) 2209-COPA (2672)
	Pereira 01-8000-112600 San Andres 01-8000-112600 Santa Marta 01-8000-112600	England	+44 (0) 203598 8037
		France	+33 (0) 158-22-20-04
	Liberia (506) 2223-COPA (2672)	Germany	+49 611-26767-70
Costa Rica			Guatemala (502) 2312-5410
(506) 2223-COPA (2672)	Guyana	(855) 654 0566	
Cuba	Havana (537) 204-1111 Cayo Santa Maria (537) 204-1111 Holguin (537) 204-1111	Haiti	Port Au Prince 1-800-271-COPA (2672); (868) 669-5189
Curazao	001 877 389 3606	Honduras	San Pedro Sula (504) 516-COPA (2672) Tegucigalpa (504) 233-COPA (2672)

India Italy Jamaica	+91-22-2291-0300 +39 02 67077382 Kingston 1-800-234-COPA (2672) Montego Bay 1-800-234-COPA (2672)	Panama	Panama (507) 217-COPA (2672) David, Chiriqui (507) 800 COPA (2672) Zona Libre Colon (507) 800 COPA (2672)
Japan	+81-3-3597-9480	Paraguay	Asuncion (595) 2161 4300
Korea	+8222227873	Peru	Lima (51) 1 7092600 Chiclayo (51) 1 7092600
	Cancun 01-800-265-COPA (2672) Guadalajara	Puerto Rico	San Juan 1-800-FLY-COPA (359-2672)
Mexico 01-800-2 Montered	01-800-265-COPA (2672)	Spain	+34-91-547-85-88
	Monterrey 01-800-265-COPA (2672)	Trinidad & Tobago	Port of Spain 1-800-271-COPA (2672)
	Mexico DF	Uruguay	Montevideo (598) 2626 1000
Netherlands Antilles	01-800-265-COPA (2672) St. Maarten 001-877-389-3606	LICA	Chicago, Los Angeles, New York, Orlando, Washington, Fort Lauderdale, Las Vegas, Tampa
New Zealand	+64-21-800-623-4293	USA	1-800-FLY-COPA (359-2672)
Nicaragua	Managua (505) 2267-0045		Miami 1-800-FLY-COPA (359- 2672); (305) 371-COPA (2672)
		Venezuela	Caracas 0 800 826 7200 Maracaibo 0 800 826 7200 Valencia 0 800 826 7200



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Bosnia &	(+387-33) 789-600	Germany	Frankfurt (+49-69) 92-00-520
Herzegovnia	(+307-33) 709-000	Italy	(+39-06) 5421-0021
	072-500-505/	Macedonia	(+389-2) 3148-390
Croatia	+385 (0)1-6676-555 Dubrovnik +385 (0) 20-772-255 Pula +385 (0) 52-218-909/ Split +385 (0) 21-203-305/ +385 (0) 21-895-298 Zadar +385 (0) 23-250-101 Zagreb +385 (0) 1-6164-581	United Kingdom	(+44 20) 8745-4683



# EGYPTAIR (MS) www.egyptair.com

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Australia	0061 (02) 97674321
Austria	0043 (01) 587-453-216/217/218
Bahrain	00973 (17) 243-060/317
Belgium	0032 (2) 219-16-14
Canada	001 (514) 8755538
China	(CAN) 0086 (20) 8626-6969/6900/6092
Cyprus	+357-22-55-9200

Denmark	0045-72304470
Egypt Land Line	090070000 / Mobile 1717
Eritrea	0029 (11) 127510/034
Ethiopia	+251 911 212 338
France	+33 (1) 4494-8500/1

	(FRA) +49 (069) 27	Lebanon	00961 3790799
0	300335/337/338; (DUS) +49 152 20 9000 265; (MUC) +49 (089) 5458820; (BER) +49 (30) 8823319	Malaysia	066 (3) 21456867
Germany		Malta	00356-21-342472
01		Morocco	00212 (22) 306700/315564/309225
Ghana	00233 (302) 243537/538	Netherlands	0031 (20) 6256661
Greece	0030 (210) 9212818/20/24/25	Nigeria	(ABV) 0023 408 95 999 080
Hong Kong	00852-(02)-865-1122	Norway	004781500575
Hungary	0036 (1 ) 266-4300; 0036 (1) 267 2484;	Oman	00968 (24) 794113/6134/6389
ridrigary	0036 (1) 3280148	Philippines	0063 (2) 8925722
India	0091 (022) 22041855/2824088	Portugal	00351 (218) 923-830/36/38
Indonesia	0062 (21) 5742-471/5742-	Qatar	00974-55561389
iridoriesia	473/5704-444	Russia	007 (925) 526-6384/526-
Italy	0039 (02) 865777/72021805; 0039 (06) 4871429/4742641/42/43 (0039 (06) 4871430)	Saudi Arabia	6385/258-9686 (MED) +966 555 344 958; (JED) +966-50 66 92 094; (QCA) +966-2-5425544/41680/
Japan	0081 (3) 3568-8161/68/66		À1808/41185/45767;
Jordan	00962 (6) 4636011/28911		(AHB) + 00966026645999
Kenya	00254 (20) 226821/2/3	Singapore	00656278811
Korea (South)	0082 (02) 3194555	South Africa	0027 (11) 88-04126/9; 0027 (11) 880-4834
Kuwait	00965-224-39576/39620 60957/60950; +965-22460 95617	Spain	0034 (091) 548-8645; (93) 302-3148/7312

Sudan	00249 (183)780064/781428; 00249(11) 771259/092-781428
Sweden	0046 (86) 636558
Switzerland	0041 (022) 731-3936/ 7-7317151/2
Taiwan	008 (86) 225682121
Thailand	(BKK) 0066 (2) 231- 0504/5/6/7/8
Tunisia	00216 (71) 860138/165/466
Turkey	0090 530 664 8482

Uganda Ukraine United Arab Emirates	00256 (41)-233-960/341-276 00380 (44) 2563020 (AUH) 00971-55690-8865; (SHJ) 00971-06-5735351/2
United Kingdom	0044 (207) 287-1728; 0044 (207) 734-2343/2395; 0044 (207) 734-2864; (LON) 08448221110
United States	001 (212) 581-5600; 001 (212) 586-6599 [3150 900]
Zimbabwe	(HRE) 00263-4732093/4/5



# Ethiopian (ET) www.ethiopianairlines.com

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Belgium	+244 912 215 683 32-28948303	Chad	235 66896226 (CTO) 235 66990303/63570796 (APT)
Benin	+229-21310718 +229-21327161		Hong Kong: 800905629 852-31508122 (APT)
Botswana	2673111631 (CTO) 2673924042 (APT)		852 21170233(ČTO) Beijing: +8610 65050315 (CTO)
Brazil	55 11 40635199 (CTO) 55 11 24454157 (APT)	China	+8615011555744 (APT) Guangzhou: 8620-87621101 (CTO) 8620 36067405 (APT)
Burkina Faso	22625301024 (RES) 22625301025/22674510006 (CTO) 22674510003/27 (APT)		Shanghai:+86 21 60509685 (CTO) +86 18117315785 (APT)/Call Centre +86 4008 071 787 (China)/
Burundi	257-2222-6820/038 257-2222-9842 (APT)		Chengdu: 86 28-8550 5765 (CTO)/86 17760523379 (CTO)
Cameroon	Douala 0237 233 43 02 46 (RES) 00237 233 43 37 30 (APT) Yaoundé 0023722209268/ 00237222209304 (CTO)	Congo (Democratic Republic	Kinshasa: +243817006585, 810884000 (CTO) +243 817006589 (APT) Goma: 243 973 487 778 /243
Canada	1-800-445-2733/ 1-877-340-8201 +1 (416) 962-0005	of Congo)	997 384 447 /243 896 770 220 Lubumbashi: 00243 812771780/817789225

Djibouti	00(253) 21 35 10 07/ 25377804783/ 00(253)-21-35-42-35	Japan	Tokyo: +81-3-6453-7577 (CTO/RES) Narita: +81476-33-2983 (APT) (toll free call center) 006633813414
Egypt	0800-0000-411 202-26214935/36/37/38 (RES) 202 26966620 (APT)		Nairobi:+25420229600/ +254733666061 (RES) +254723786649/734666066 (RES)
Equitorial Guinea	00240333090588 (CTO) 00240 333 094 248 (APT)	Kenya	+254733666066/+254722518532(APT) Mombasa +254 41 2319977/79/
Ethiopia	251-11-5517000 (CTO) 251-11-6656666 (RES)		+254716044791 (RES) Mombasa +254731044400/ (APT)
France	251-11-5178320 (APT) 0 825 826 135 (GSA)	Kuwait	+965-222 70 600, EXT 2302, 2303, 2304, 2305, 2306
Gabon	241 01741315 (CTO) 241 05316666 (APT)	Lebanon	961-1-752846/7 961-1-629814 (APT)
Germany	8001818982 (RES) 49-69-770673052 (CTO) 49-(0)-69-6976-9790 (APT)	Malawi	LLW-00265 1772031/1771002 1771308/1776003 (CTO)/ LLW- 00265 1700782 (APT) 00265 992692012 (BLZ CTO)
Ghana	233 302 664856/57/58 (CTO) 233-302-775168/778993 (APT)	NA de la colo	+603-21412190,
	000 800 100 7947 (India Call Center) 91 22 28395247 (CTO)	Malaysia	+60321420581/0582 (RES and CTO) 603-87763592/+603-87764775 (APT)
India	Delhi 91 1123320845/	Mali	00-223-20-22-2088
lavaal	911123312304 (CTO)	Mozambique	258-21-31-44-21 258-845072366/823144211
Israel Italy	972-3-763-1052 (CTO) 39-06-45230459 (CTO) Milan 39 02 36769837 (CTO)	Namibia	26461256601/264816005274 (Sales Office) / 264818007818 (APT)
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Ivory Coast	225-21278819 (APT)		

7744710/775192	Lagos 234 1 7744711/2 234 1 7744710/7751921/3 (APT)	Somaliland	252-2-528445 252-2-4855950-953
Nigeria	Abuja 234 92906844/4941 234 92903852/2761 (APT) Enugu +2347033745716/ +2348141543740 (CTO) Kano 2348085015334 (CTO) 2348144212215 (APT)	South Africa	Johannesburg 27 11 326 1190/ 27 83 325 1263 (CTO) 27 11 390 3819/27 83 325 3347 (APT) Durban 27 87 1100 170/ 27 31 207 2262 (CTO) 27 72 387 6255 (APT) Cape Town 27 87 110 0169/+27
Oman	+968-24819119 (RES) +968-24817676 (CTO)		83 756 3069 (CTO)/ 27 21 936 3666/7/8 / +27 63 685 2909 /
Qatar	+974 4416 1010 (RES and CTO)		+27729430749 (APT)
Republic of the Congo	242053312020 /242066712020 /242 064677216 (CTO)	South Korea	82 2 733 0325 (CTO) 82 32 743 5704 (APT)
Rwanda	250252570440/42 (CTO) 250 788 751 585 250 788 220 220 (CTO)	South Sudan	+211955555392/ +211956333933/ +211955634648/ +211956767860 (CTO) +211956988408 (APT)
	250 788 380 677(ÀPT) <sup>*</sup>	Spain	(call center) +34912788672 +34914015701 /+34914022718 (CTO)
	800-814-0018 Jeddah:	эраш	+34913054477 (APT)
Saudi Arabia	9662-6512365/6614/9609 Jeddah:	Sudan	249-1-83762063/88 2491-8790991 (APT)
	9662-6853064/196 (APT)	Sweden	46-85051-3549
	Riyadh: 966-1-4782140/4789763 Dammam: 966-(3)-8984696	0	00248-4288907 (CTO) 00248-8909 (CTO)
Senegal	221-33-823-5552/54 221 33 820 9396 (APT)	Seychelles	002482791127/ 248 2593912 (APT)

Tanzania	Dar-es-Salaam: 255-22- 2117063/64/65(RES) 255-22-2125443 (CTO) 255-22-2844243 (APT) Kilmanjaro/ Arusha: 255 27 250 6167/4231 (RES) 255-27-2554159 (APT)	United States	703-682-0570 (WASCTO/RES) 703-682-0571 (WASCTO/RES) 703-682-0573 (FAX) 703-572-6809 IADAPT BAGGAGE SVC 703-572-8738 FAX MAIN TERMINAL 703-572-3373 FAX B-TERMINAL 1-800-445-2733
Thailand	00-18001562069708 66(0) 26534366/7 (CTO) 66(0) 21343062/3/4 (APT)		Global Call Center (toll free) 703 682 0569 Global Call Center
Togo	228-22-21-70-74/87-38 (CTO) 228-22-26-30-39/361240 (APT) 414254796/414254787	Zambia	260-211-236401/02/03; 00260955236401/ 00260979821971 (CTO) 260-211-271141 (APT)
Uganda	414345577/414345578 414345118		00260955271141 255-77441-7070 (ATP)
United Arab	8-000-3570-2401 9714-2236639 (CTO)	Zanzibar	255-777667665 +255 242 231527/28 (CTO)
Emirates	9714-5049748/9749/ 9751/9750/9746/9747		Harare 00263-790705/00263-795215 00263-795216 (CTO)
United Kingdom	44 (0) 208 987 7000/ 44 (0) 800 0163449	Zimbabwe	Harare 00263-575191 (APT) Victoria Falls 00263-213 2841111 (CTO) Victoria Falls 00263-712 837247 (APT)

-	200	7

# EVA (BR) www.evaair.com

Australia Austria	+61-7-38605555 +43-1-700738700	China	400-820-5890 (Mainland China only) +86-21-38613999
Cambodia	+855-23-210303/219911		Hong Kong +852-28109251
		England	+44-20-73808300

France	+33-1-41439111-3	Malaysia	+60-3-21622981
	Denpasar +62-361-9368405/9359773 Jakarta +62-21-5205363	Netherlands	+31-20-5759166
Indonesia		Philippines	Manilla +63-2-8643800 Cebu +63-32-3677981
	Surabaya +62-31-5465123	Singapore	+65-62261533
Japan	0570-666-737 (Toll)(Japan Only) +81-3-5798-2811 (International or	Taiwan	+886-2-25011999
барап	Internet only)	Thailand	+66-2-2696288
Korea (South)	+82-2-7560015	United States & Canada	General +1-800-695-1188
Macau	+853-28726866	Vietnam	Hanoi +84-24-39361600/602/



# Juneyao Airlines (HO) www.juneyaoair.com

Main Number Shanghai +86 21 22388708

## LOT Polish Airlines (LO) www.lot.com

Austria	+43-(0)-810-810-855	Finland	+358-9-6937-9036
Belgium	+32-7-818-0014	France	+33-1-47-42-05-60
Canada	+1-416-236-4242	Germany	+49-69-2400-1020
China	+86-8522-8690-668	Italy	+39-848-859-300
Denmark	+45-7-010-5063	Japan	+81-120-944-179

Netherlands +31-20-201-3917 Poland +48-22-577-7755 Russia +7-810-800-5082- Spain +34-901-116-713 Sweden +46-08-58770447	5082
<b>Spain</b> +34-901-116-713	5082

 Switzerland
 +41-0-844-555-232

 Turkey
 +90-212-241-5749

 United Kingdom
 +44-0845-601-0767

 United States
 +1-212-789-0970



# Lufthansa (LH) www.lufthansa.com

Albania	+355 4 450 0295
Algeria	+213-21-435767
Angola	+244 928 492 942 +244 914 011 772
Argentina	+54 11 5032 0162
Armenia	+37 (410) 282443 +37 (410) 282423
Australia	+61-1300 655 727
Austria	+43 810 1025 8080
Azerbaijan	+994 12 4 907050
Bahrain	1654 8922 (toll free, from within Bahrain only)
Bahrain	+971 4389 8100 (from abroad)
Belarus	+375 17 292 8999
Belgium	+32 70 35 30 30 (from within Belgium only)
Bolivia	+591 2 2774343

Bosnia & Herzegovina	+387 63 990 001
Brazil	+55 11 3878 8151 +55 21 3500 1471
Bulgaria	+ 359 2 935 8210
Canada	+1-800-563-5954
Chile	+56 22 6188333
China	+86 4008 868 868 (Shanghai)
China	+86 21 5352 4999 (Beijing)
Colombia	01800 518 3344
Congo	+242 05 312 120 3/04/ +242 05 533 00 25
Costa Rica	+506 25397339
Croatia	+385 72 220 220
Cyprus	+35 722000834
Czech Republic	+420 234 008 234

Denmark	+45 70 100 333
Ecuador	180 000 0550
Egypt	+202 25803500
El Salvador	+503 21368404
<b>Equatorial Guinea</b>	+240 333 09 2827
Eritrea	+291 1 186904 +291 1 186707
Estonia	+372 6868 800
Ethiopia	+251-11-551 5666
Finland	+358 20 358 358
France	+33 892 231 690
Gabon	+241 07 07 09 77
Georgia	+995 32247 3990
Germany	+49 69 86 799 799
Ghana	+234 1 4480963
Ghana	+233 (0) 302 243 894
Greece	+30 210 6175200
Guatemala	+502 2366 6274
Honduras	+504 2235 7469
Hong Kong	+852 2868 2313
Hungary	+361 429 2200
Iceland	+354 800 7556
India	1800 102 5838
Indonesia	001 803 852 6562

Iran	+98 21 83388
Iraq	+964 750 302 1112 - 1114
Ireland	+353 1 8 44 55 44
Israel	03-9058049
Italy	+39 199 400 044
Japan	0120-051-844
Jordan	+962 6 5200180
Kazakhstan	+7 (727) 333 50 25
Kenya	0800 723 935 (toll free)
Korea, Republic of	+82 2 6022 4228
Kuwait	+965 2228 5886
Latvia	+371 6 785 2199
Lebanon	+961 1 347007
Libya	+216 71 966 160
Lithuania	+370 5 205 1183
Luxembourg	+49 69 86 799 799
Macedonia	+ 359 2 935 8210
Malaysia	+60 3 2053 1898
Malta	+356 21252020
Mexico	+52 55 50 91 31 40
Moldova	+373 603 65 146
Montenegro	+381 11 303 4944
Morocco	+ 216 71 966 161
Namibia	+27 21 415 3747

Netherlands	0900 – 1234 777	SI
New Zealand	0800 945 220 (toll-free within New Zealand)	S
Nicaragua	+505 22 668517	Si
Nigeria	(Abuja) +234 1 4612222 (Lagos)(+234 1) 4480963 (Port Harcourt)(+234 84) 462222	Si Si
Norway	+47 22 330 900	of
Oman	+971 4 389 8200	Th
Panama	+507 833-9737	Τι
Paraguay	+54 11 5032 0161	Τι
Peru	+51 1708 6759	Τι
Philippines	1800 111 02 273	UI
Poland	+48 22 512 3917	Uı
Portugal	+351 707 782 782	Ē
Qatar	+971 4 389 8200	Uı
Romania	+40 21 655 0719	U
Russian Federation	+7 495 411 8444	Uı
Saudi Arabia	8008447661	Vi
Serbia	+381 11 303 4944	Ye
Singapore	+65 6 2455 600	O
Slovakia	+421 250 112 125	_

Slovenia	+386 407 477 37
South Africa	0861 842538
Spain	+34 902 883 882
Sudan	00249 183 771322
Sweden	+46 770 111 010
Switzerland	0900 900 922/933
Taiwan, Republic of China	+886 2 2325 8861
Thailand	+66 2 0566868
Tunisia	+216 71 966 161
Turkey	+90 212 354 88 88
Turkmenistan	+993 12 234131
Ukraine	+38 089 323 98 55
United Arab Emirates	+971 4 389 8100
United Kingdom	+44 371 945 9747
USA	+1 800 - 645 38 80
Uruguay	000413 598 4894
Venezuela	+58 (212) 335 8944
Vietnam	+84 8 3829 8529
Yemen	+967 1 213400
Other Countries	+49 69 86 799 799 (in German)

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## Scandinavian Airlines (SK) www.flysas.com

Australia	+1-300-727-707
Austria	+43-(0)-820988530
Belgium & Luxembourg	+32-2-643-6900
Canada	+1-800-221-2350 or 1-201-896-3600 (International Calls)
China	Beijing: +86-10-8527-6100 Shanghai: +86-21-5228-5001
Denmark	+45-70-10-20-00
Estonia	+32 606 8406
Finland	+358-981710062
France	+33 (0) 185 148 203
Germany	+49 (0) 180 511 7002
Greece	+302-112-111-542
Hong Kong	+852-3184-0710
Iceland	+354-800-7624
India	+91-11-4351-3202 (From abroad)
Ireland	+353-1-844-5440

israei	+912-3-310-1101
Italy	+39 (0) 699 748 015
Japan	+81-3-5400-2331
Korea (South)	+82-2-752-5121
Latvia	+371-678-52-191
Lithuania	+370-5-205-1109
Norway	+47-915-05400
Poland	+48-22-8500-500 (From abroad)
Russia	+7-495-782-9353
Spain	+34 902 40 50 33
Sweden	+46-8-797-4000 (From abroad) or 0770-727-727
Taiwan	+886-2-2545-5665 (From abroad)
<b>United Arab Emirates</b>	+971-4-316-6505 (From abroad)
United Kingdom	+44 207 660 68 76
United Ctates	+1-800-221-2350 or

1-201-896-3600 (International calls)

±072-3-510-1181



## Shenzhen Airlines (ZH) global.shenzhenair.com/zh/main.jsp

China	+86 755 95361	Global	+86-755-88814023
Hong Kong	+852-81795080		

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**United States** 



# Singapore Airlines (SQ) www.singaporeair.com

Austria	+43-1513-46-55
Australia	13-10-11
Bangladesh	+8802-98-51-881
Belgium	+31 20 548 88 88
Brazil	+55 11 3185-6775
Brunei	+673-244-901/2
Canada	+1-800-663-3046 (toll free)
China	BJS: +86-10-6505-2233 CAN: +86-20-8755-6300 SHA: +86-21-6288-7999 Hong Kong: +852-2520-2233
Czech Republic	+420-224-232-603
Denmark	+45-3-314-3456
Egypt	+202 2638 4731 or +202 2636 5805
France	0-821-230-380 (within France) +33-153-65-79-00 (International)
Germany	+49-69-719-5200
Greece	+302-109-942-567
India	AMD: +91-79-30012828 BLR: +91-80-22867870 BOM: +91 22 61747555 CCU: +91-33-23675417 DEL:+91-124-4310999 MAA: +91-44-45921921

Indonesia	JKT: +62-21-52-997-888 DPS: +62-361-9368388/9 SUB: +62 31 5319215/6/7/8
Italy	+39-06-4785-5360
Japan	+81-3-3213-3431
Korea (South)	+82-2-755-1226
Kuwait	(965) 2297 1104
Malaysia	+60-3-2618-6333
Maldives	+960-3310031
Mauritius	+230-2087695/6/7
Myanmar	(95-1) 255 289
Netherlands	+31 20 548 88 88
New Zealand	0800-808-909 (within NZ) CHC: +64 3 353 1950 AKL/WLG: +64-9-379-3209
Norway	+45-33143456
Philippines	+63-2-756-8888
Russia	+7-495-775-3087
Saudi Arabia	+966 1 4781577 (Riyadh)
Singapore	+65-6223-8888
South Africa	JNB: +27-11-880-8560 CPT: +27-21-674-0601

Spain	902-380-777 (within Spain)	Turkey	+90-212-463-1800
•	+34-934-873-908 (International)	Ukraine	+38-044-287-0747
Sri Lanka	+94-11-2499699	United Arab	AUH: +971-2-622-1110
Sweden	+46-86117131	Emirates	DXB: +971-4-3166888
Switzerland	0900-88-18-18 (CHF 0.50/min.)	United Kingdom	0844-800-2380
Taiwan	+886-2-2551-6655	United States	(toll free) +1-800-742-3333
Thailand	+66-2-3536000	Vietnam	HAN: +84-4-3826-8888 SGN: +84-8-38231588

	. 66 2 666666	Vietnam	SGN: +84-8-38231588
South Afri	can Airways (SA) www.flysaa.com		
Angola	+244-222-320-774/544	China	+86-10-6595-0066
Argentina	+5411-4319-0099	Colombia	+55-11-3065-5115
Australia Austria	+61-1-300-435-972 +43-1-587-1585	Congo	Pointe Noire: +242-06-626-2616 Brazzaville: +242-06-650-9192
Bahrain	+97317551714	Cyprus	+35-75-340-030
Belgium	+31-(0) 206-55-11-77	Czech Republic	+420-234-723-240
Benin Botswana Brazil	+229-21-31-84-08/21-31-46-45 +09-267-391-3202 +55-11-3065-5115	Dem. Rep. Of Congo	+243-81-700-5908 +243-999-934-776 +243-999-925-121 +243-817-005-018
Burundi	+251-2227-7420/21/22	Denmark	+45-3314-3031
Canada	+1-800-722-9675	Egypt	+20-2-2579-5008
Cape Verde Chile	+238-241-1358/1788 +56-2-376-9040	Ethiopia	+251 (0) 11-5-537880/1

Finland	+45-3314-3031
France	0825-800-969
Gabon	+00-241-724-194/726-081
Germany	+49-69-299-803-20
Ghana	+233 (0) 30-278-3676/7/8
Greece	+30-210-9600-942/3
Hong Kong	+852-2877-3277
Hungary	+36 (1) 999-1490
India	Ahmedabad +91(0)79-265-65580/62174 Bangalore +91-80-2227- 3438 Chennai +91-44-2822-6150/56 Hyderabad +91-44-666-88480 New Delhi +91-11-435-13131/3354422 Mumbai +91-22-6137-8141
Indonesia	+62-818-785155
Ireland	+44-(0)-20-8576-5555
Israel	+972-3-795-1344
Italy	+39-0243458381/82
Ivory Coast	+225-20-30-10-20
Japan	+813-3470-1901
Kenya	+254-20-224-7342/5520/5521
Korea (South)	+82-2775-4697
Kuwait	+965-242667
Lesotho	+266-310662

Malawi	+265-1-620-617/627/629/991
Malaysia	+603-2141-7456/7465
Mauritius	+230-202-6737
Mozambique	+214-656-27 Cell: 00-258-84-488-9710
Namibia	+264-61-273340 092-6462-540-082
Netherlands	+31 (0) 20-6-55-11-77
New Zealand	+64-9-977-2237
Nigeria	+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	Ukraine	+38-44-490-65-01
Sweden	+45-3314-3031	United Arab	Dubai
Switzerland	+49-69-29-98-03-20	Emirates	+4-3970-766 OR 050-6578923
Taiwan	+886-2-2503-9393		Abu Dhabi +2-6780-038
Tanzania	+255-22-2117044-7	United Kingdom	+0844-375-9680
Thailand	+662-635-1410	United States	+1-800-722-9675
Turkey	+90-212-297-4851	Vietnam	(84-4)-3562-7362 OR (84-8)-730-61518
	+256-41-4345772/3/5	7	` '
	+256-41-4255-501	Zambia	+260-211-254-350
Uganda	+256-41-4258-223	Zimbabwe	+263-4-702-702/704-704
	256-39-2767-801 256-31-2263-355		



# SWISS (LX) www.swiss.com

Argentina	+54 11 4319 0000	Bulgaria	+359 29 35 82 19
Australia	+61 13 00 72 46 66	Canada	+1-877-359-7947 (TTY users:
Austria	+43-810-810-840	Cariada	711)
	+973 178 287 61	Chile	+56 2 630 16 55
Bahrain	+973 178 287 62	China	+86-4008-820-880
	+973 178 287 63	Croatia	+385 17 77 64 29
Belgium	078 15 53 19 (local number)	Cuba	+41 848 700 700 (Swiss number)
Bosnia &	+ 387 5523 3980	Cyprus	+30 210 617 53 20
Herzegovina	FF 11 1700 0010	Czech Republic	+420-234-008-229
Brazil	+55-11-4700-8910	Denmark	+45-70-105-064

Dominican Republic	+41 848 700 700 (Swiss number)
Egypt	+20 225803500
Finland	+358-9-693790-34
France	+33-892-232-501
Germany	+49 (0) 69-867-98-000
Greece	+30-210-6175-320
Hong Kong	+852-300-213-30
Hungary	+361 429 2202
India	1800 102 5838
Indonesia	+65 68 23 20 10
Iran	+98 21 833 88
Ireland	+353-1-890-200-515
Israel	+972 3 905 80 49
Italy	+41 44 511 1447
Japan	+81 3 5405 6821
Jordan	+962 6 520 01 80
Kenya	800 723 936
Kuwait	+971 4 389 8100
Lebanon	+41 848 700 700 (Swiss number)
Latvia	+371 661 636 81
Luxembourg	+352-34-20-808-370
Macedonia	+381 11 33 47 641
Maldives	+91 22 67 13 72 00

Malta	+356 27781639
Mauritius	+41 848 700 700 (Swiss number)
Mexico	018 00 901 30 00 (local number)
Montenegro	+420 234 008 360
Morocco	+34 91 276 85 74
Netherlands	+31-900-20-20-232
New Zealand	0800 94 52 20
Norway	+47-810-00-012
Oman	80077452
Pakistan	+92 51 222 80 22/ +92 21 35 22 16 21/ +92 42 35 87 27 01/
Philippines	180011102 273
Poland	+48 22 512 39 21
Portugal	+351-808-200-487
Qatar	+971 4 389 8100
Romania	+40 21 655 07 24
Russia	+7 495 411 84 43
Saudi Arabia	+971 4 389 8100
Serbia	+381-11-3030-140
Singapore	+65-6-823-20-10
Slovakia	+421 250 112 128
Slovenia	+386 18 88 86 11
South Africa	+27-860-04-05-06

South Korea	+82 70 86 86 25 15	Turkey	+90-212-354-99-19
Spain	+34-901-116-712	Ukraine	08 00 50 10 97(local number)
Sri Lanka	+94 1 12 43 54 03	United Arab	+971 2 622 55 00
Sweden	+46-8-587-704-45	Emirates	+971 3 751 76 17
Taiwan	+886 2 23 25 00 69		+971 4 389 8100
Tanzania	+255 22 551 00 20	United Kingdom	+44 345 601 09 56
Thailand	+66 2 056 6868	United States	+1 877 359 7947
Tunisia	+41 848 700 700 (Swiss number)	Vietnam	+84 838 27 98 58
Turiisia	+41 048 700 700 (SWISS Halfilber)		

# TAP Air Portugal (TP) www.flytap.com

3	+244-222-632000 +43-810810807 /	Germany	01806-000 341 (only available within Germany)
Austria	0-810810807 (local number)	Greece	210-325-1711 (only available within Greece)
Belgium +	+32-272-03077		,
D	+300-210-6060 /	Guinea-Bissau	+245-5603131 / +245-3201359
Brazil	1121311200 (local number)	Ireland	+353-16569162
Canada 1	1-800-221-7370	Italy	+39-02-6968-2334
	+2413129/1195-SID,	Luxembourg	+352-24647133
		Morocco	00211-0011 / 8887041281
Denmark	2328050-VXE (all local numbers) +45-7010-5068 +358-9-6937-9728	Mozambique	+258-21303927/8 / 258-21303879 / 258- 821303928/846409426
	0-820-319-320 (only available within France)	Netherlands	0900-263-5827 (only available within Netherlands)

Norway	+47-8-100-0015	Switzerland
Portugal	+351-707-205-700	United Kingdom
Sao Tomé	+239-2-222307	
Senegal	+221-33-8494737	United States
Spain	+34-901-11-6718	Venezuela
Sweden	+46-8-5877-0455 / 0-858770455 (local number)	

Switzerland	+41-44-800-9652
United Kingdom	+44-845-601-0932 / 0-8456010932 (local number)
United States	1-800-221-7370
Venezuela	+58-212-9515508/0511



# Thai Airways International (TG) www.thaiairways.com

Inal Airways International (IG) www.thalairways.com						
Australia	General 1300-651-960 (within Australia) +61-2-9844-0929	Denmark France	+45-33-75-01-20 +33-1-5568-8070 +49-69-9287-4444			
Bangladesh	88 (02)-887-9131-46	Germany	Delhi +91-11-4149-7777			
Belgium +32-2-502-4744			Hyderabad +91-40-2333-3030			
Cambodia	+855-23-214-359-61		(ĆCU) +91-33-2283-22-			
China	(BJS) +86-10-8515-0088 Chengdu 8666-7171/75 Guangzhou 8620-8365-2333 ext 12 Hong Kong +852-2179-7777 Kunming +86-871-6351-1515 (PEK) +86-10-8515-0088	India	8865/68 Mumbai 1800-102-1225 Chennai +91-44-420-63311 Bangalore +91-80-409 80396/97			
		Indonesia	Jakarta +62-36-1288-141 Denpasar +62-36-128-8141			
	Shanghai +86-21-3366-4111 Xiamen +86-592-226-1688	Italy	Rome (3906)-4781-3304 Milan (3902)-8645-1710			
	Alai Hel I +00-392-220-1000		Milan (3902)-8645-1710			

Japan	0570-064-015	Philippines	+63-2-580-8424
Korea (South)	+82-2-3707-0011	Singapore	+65-6210-5000
Kuwait	+965-242-1444	Sri Lanka	+94-11-2307100/8
Laos	+856-21-222-527/8/9	Sweden	+46-8-5988-3600
Malaysia	+603-2034-6999	Switzerland	+41-44-215-6500
Myanmar	+959-777-918-570/573	Taiwan	+886-2-8772-5111
Nepal	+977-1-422-4387	Thailand	General +662-356-1111
New Zealand	+64-9-377-3886	United Arab	+971-4-268-1701
Norway	+47-90-15-17-49	Emirates	
Oman	+968-24-65-41-95/96	United Kingdom	(44-20)-7491-7953
Pakistan	Islamabad +92-51-227-2140/4 Lahore +92-42-3630-9791/4	Vietnam	+84-4-3826-7921/2

Karachi +92+21+3279-2294



## Turkish (TK) www.turkishairlines.com

Algeria	+213983200106	China	+86-40008-198-698
Argentina	+54-(011)5984-2758	Colombia	+5714864885
Australia	1-800-750849	Denmark	+45-33-14-40-55
Austria	+43-0810-222-849	Egypt	800009145
Bahrain	+973-16-19-6664	Finland	+358-9-8171-0-849
Belgium	+32-262-008-49	France	+33-825-800-902
Brazil	+55-1133-719-600	Germany	+49-69-86-799-849

Greece	+302119902313	F
India	18002009329	(
Iran	+98-2123546	F
Ireland	+353-1-525-18-49	F
Israel	1-809-453-174	5
Italy	800-599-111	5
Japan	+81-334-350-421	5
Jordan	0800-22347	5
Lebanon	+961-1200471	5
Malaysia	+60-320-531-899	
Moldova	0800-22347	1
Morocco	+212-520-484-978	
Netherlands	+31-20-405-9636	
Nigeria	+234-1-277-1559	
Northern Cyprus	0392-444-0-849	ì
Norway	+47-800-40849	
Oman	+968-800-77241	ι
Pakistan	00-800-900-33020	Į

Portugal	+351-21-0608087
Qatar	+974-800-100-592
Romania	+40-800-672-371
Russia	8-800-7006161
Saudi Arabia	+966-800-811-0478
South Africa	+27-0861-88-7547
Spain	+34-913-754-189
Sweden	+46-851-999849
Switzerland	+41-848-444-849
Turkey	+908503330849 +902124440849 within Turkey: 4440849
Tunisia	+21631300362
Ukraine	0800-501-207
United Arab Emirates	8000-3570-43-43
United Kingdom	+44-844-800-66-66 0207-471-6666
United States	1-800-874-8875



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Aruba	800-1507	Denmark
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Bahamas	800-UNITED-1	<ul><li>Republic</li></ul>
Bangladesh	880-2-9565380 880-2-9568388	Ecuador
Belgium	02-2-0088-68	Ecuadoi
Belize	0800-266-3822 501-822-1062	El Salvado
Bermuda	800-UNITED-1	Finland
Bonaire	0101-001-800-UNITED-1	France
Brazil	0800-16-2323 Sao Paulo: (11) 3145-4200 0800-942-3371 (hearing impaired within Brazil)	Germany Greece
Canada	1-800-UNITED-1	Guam
Cayman Islands	1-800-864-8331 800-UNITED-1	Guatemal
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 Other regions: 1-809-200-1062 (toll free)
Ecuador	(toll free) 1-800-222-333 (local) Quito (593) 2-225-0905
El Salvador	800-6153 503-2-207-2040
Finland	358-800-96070
France	01-71-23-03-35
Germany	06950-985-051
Greece	00-800-441-4-3592 (Mobile/Cell users) 2111-76- 8888
Guam	1-800-UNITED-1
Guatemala	1-801-81-26684 502-2385-9610

	(toll free) 800-279-19489	Netherlands	02-0346-9381
Honduras	San Pedro Sula: 2557-4141/2557-4142	New Zealand	0800-747-400
	7557-4141/2557-4142 Tegucigalpa: 2220-0999	Nicaragua	(505) 22-76-81-29
	Delhi: 91-124-4315500	Norway	810-03-630
India	Chennai: 91-044-24330211/24351829 Kolkata: 91-033-22890440/1/2	Pakistan	Islamabad 92-51-2206704/5 Karachi: 922-1-5680970 Lahore: 92-42-6312136/183
	Mumbai: 91-022-40908000	Palau (Koror)	(680) 488-2448/1029
Indonesia	62-21-837-80-607/730	Panama	00-800-044-0001 (507) 265-0040
Ireland	1-890-925-252		,
Israel	03-511-67-77	Paraguay	595-2161-2319 595-21-604-552
Milan: 02-69-63-32-56 Rome: 06-66-05-30-30		Peru	0800-700-30 (511) 712-9230
Jamaica	800-United-1		(632) 844-8272
Japan	(81)-3-6732-5011	Philippines	63-2-818-8701
Kosrae	(691) 370-3224	Pohnpei	(691) 320-2424
Kuwait	965-2295-8900	Portugal	21-415-9102
Luxembourg	02-200-8868	Puerto Rico	800-UNITED-1
Malaysia	603-2143-1433	Russia	7-495-9800882
Marshall Islands	Kwajalein: (805) 355-1013 Majuro: (692) 625-3209	Saudi Arabia	Dhahran/Dammam (Eastern Province):
Mexico	01-800-900-5000 (toll-free, all	odddi Ai dold	00966-3-8821518
"	cities) 52-83-555-00	Saipan	1-800-UNITED-1
Mongolia	976-11-331390/1	Singapore	+65-6-873-3533
Nepal	977-1-4-220245	<u> </u>	

South Africa	27-11-463-1147
South Korea	82-2-751-0300
Sri Lanka	9411-2661703/04 9411-2683230
St. Thomas, St. Croix	800-UNITED-1
Sweden	08-585-36954
	English, Swiss German:
Switzerland	044-800-9212 Swiss French: 022-417-7280
Switzerland Taiwan	044-800-9212
	044-800-9212 Swiss French: 022-417-7280
Taiwan	044-800-9212 Swiss French: 022-417-7280 +886-2-2325-8868
Taiwan Thailand	044-800-9212 Swiss French: 022-417-7280 +886-2-2325-8868 662-652-6087/08

United Arab Emirates	971-08000-441-5492
United Kingdom	0845-607-6760 0845-607-0777 (United Polaris Customers)
United States	1-800-United-1 +1-800-864-8331
U.S. Virgin Islands	800-UNITED-1
Vietnam	Ho Chi Minh City: 84-8-3930-6613 Hanoi: 84-4-3934-7233
Yap	(691) 350-2702 (691) 350-2788



# RESERVATIONS SPECIAL SERVICE ITEMS

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

#### Wheelchairs

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

#### Passenger Contact (PCTC)

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

## 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.

#### **Seat Requests**

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

### **Checked Baggage Policy**

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

#### Flight Information (FLIFO)

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

## 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).

## **Availability Display**

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

## Example for fights 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		

<sup>\*</sup>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, R; Economy Y, B, M, H, Q, X, N, V, W.** Carrier specific exceptions are in regular face.

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

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

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

	Star Alliance Members	FIRST	FIRST CODE	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE
	Ethiopian Airlines (ET)	No service		Business Class	C,J,D,P,I,R	Economy Class	<b>Y</b> ,G,S, <b>B</b> , <b>M</b> ,K,L, <b>V</b> , <b>H</b> ,U,Q,T, <b>W</b> ,E, O,N
<b>3</b>	EVA Airways (BR)						
		No service		Business Class	$\mathbf{C}$ ,J, $\mathbf{D}$ , $\mathbf{Z}$ , $\mathbf{I}$ , $\mathbf{R}$	Economy Class	<b>Y,B,M,H,Q</b> ,S, <b>W</b> , V, <b>X</b> ,N,G
	Premium Economy	No service		No service		Economy Class	K,L,T,P,U,E
	Juneyao Airlines (HC	O) - CONNE	ECTING I	PARTNER			
	International	No service		Business Class	F, <b>P,A</b> ,O		<b>Y,B,M</b> ,U, <b>H,Q</b> , <b>V,W</b> ,S,T,Z, E, <b>K</b> ,G,L,N,X
	Domestic	No service		Business Class	C, <b>J,D</b> ,R,I		<b>Y,B,M</b> ,U, <b>H,Q</b> , <b>V,W</b> ,S,T,Z, E, <b>K</b> ,G,L,N,X

	Star Alliance Members	FIRST	FIRST	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE		
மா	LOT Polish Airlines (LO)								
		No service		Business Class	<b>C</b> , <b>D</b> , <b>Z</b> , <b>I</b>	Economy Class	<b>Y,B,M</b> ,E, <b>H</b> ,K, <b>Q</b> , G,T,S, <b>X,V,W</b> , L,U,O,N		
	Premium Economy	No service		No service		Economy Class	R,P,A,J,		
Lufthansa	Lufthansa (LH								
		First Class	F,A,O	Business Class	J, <b>C</b> , <b>D</b> ,Z,I, <b>R</b> ,P	Economy Class	<b>Y,B,M</b> ,U, <b>H,X</b> , <b>Q,V,W</b> ,S,T,L,K		
	Premium Economy	No service		No service		Economy Class	G,E,N		
SAS	Scandinavian Airlin	es (SK)							
	Long Haul	No service		Business Class	$\mathbf{C}$ , $\mathbf{D}$ , $\mathbf{Z}$ , $\mathbf{I}$ , $\mathbf{R}$	Economy Class	E, <b>M,H,Q,V,W</b> , U,K,L,T,O,G, <b>X</b> ,N		
	Short Haul	No service		No service		Economy Class	E, <b>M,H,Q,V,W</b> , U,K,L,T,O,G, <b>X</b> ,N		
	SAS Plus (*Nordic and Europe Services)	No service		No service		Economy	<b>C*,D*,Z*,I*</b> ,J*, <b>Y</b> , S, <b>B</b> ,P,A*		

	Star Alliance Members	FIRST	FIRST CODE	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE
	Premium Economy	No service		No service		Premium Economy	<b>Y</b> ,S, <b>B</b> ,P
F	Shenzhen Airlines (	ZH)					
	International	First Class	F,A,O	Business Class	C,D,I,R	Economy Class	$\mathbf{Y}$ , $\mathbf{B}$ , $\mathbf{M}$ , $\mathbf{H}$ , $\mathbf{K}$ , $\mathbf{L}$ , $\mathbf{Q}$ , $\mathbf{G}$ , S, $\mathbf{X}$ ,N, $\mathbf{V}$ ,U, $\mathbf{W}$ ,T,E
	Domestic	First Class	<b>F</b> ,P, <b>A</b> , <b>O</b>	No service		Economy Class	<b>Y,B,M,H</b> ,K,L,J, <b>Q</b> ,Z,G, <b>V,W</b> ,E,T,U, S, <b>X</b> ,N
<b>%</b>	Singapore Airlines	(SQ)					
		First Class	<b>R,F,A,O</b>	Business Class	Z, <b>C</b> ,J,U, <b>D</b> ,I	Economy Class	<b>Y,B</b> ,E, <b>M,H,W,Q</b> , N, <b>V</b> ,K,L, <b>X</b> ,G
	Premium Economy	No service		No service		Premium Economy	S,T,P
	South African Airways (SA)	No service		Business Class	C,J,Z,D, E,I,R	Economy Class	<b>Y,B,M</b> ,K, <b>H</b> ,S, <b>Q</b> , T, <b>V</b> ,L, <b>W</b> ,G, <b>X</b> ,N
A	SWISS (LX)						
	Short Haul	No service		Business Class	J,C,D,Z,P,I,R	Economy Class	<b>Y,B,M</b> ,U, <b>H</b> ,X, <b>Q</b> , N, <b>V,W</b> ,S,T,E,L,K

	Star Alliance Members	FIRST	FIRST	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE
	Long Haul	First Class	F,A,O	Business Class	J,C,D,Z,P,I,R	Economy Class	<b>Y,B,M</b> ,U, <b>H</b> ,X, <b>Q</b> , N, <b>V,W</b> ,S,T,L,K
<b>TP</b>	TAP Air Portugal (TP)	No service		Business Class	C,D,Z,J, P,I,R	Economy Class	<b>Y,B,M,</b> S, <b>H,Q</b> , <b>V,W</b> ,A,K,L,U,X,E, T,O,G,N
THAI	Thai Airways Intern	ational (TG	i)				
		First Class	<b>F</b> , <b>A</b> , <b>P</b> , <b>O</b>	Business Class	$\mathbf{C},\mathbf{D},\mathbf{J},\mathbf{Z},\mathbf{I},\mathbf{R}$	Economy Class	<b>Y,B,M,H,Q</b> ,G,T, K,S, <b>X,V,W</b> ,N
	Premium Economy	No service		No service		Premium Economy	U
	Turkish Airlines (TK)	No service		Business Class	<b>C</b> , <b>D</b> , <b>Z</b> , <b>K</b> , <b>J</b> , <b>I</b> , <b>R</b>	Economy Class	<b>Y,B,M</b> ,A, <b>H</b> ,S,O, E, <b>Q</b> ,T,L, <b>V</b> ,P, <b>W</b> , U, <b>X</b> , <b>N</b> ,G
	United Airlines (UA)						
	Domestic	First Class	<b>F</b> ,C, <b>A</b> , <b>D</b> ,Z,P,I	No service		Economy Class	<b>Y,B,M</b> ,E,U, <b>H</b> , <b>Q,V,W</b> ,S,T,L, K,G,N, <b>X</b>
	International	First Class	F,A,O	Business Class	J, <b>C</b> , <b>D</b> ,Z,P, <b>I</b>	Economy Class	<b>Y,B,M</b> ,E,U, <b>H</b> , <b>Q,V,W</b> ,S,T,L, K,G,N, <b>X</b>

# TICKETING PROCEDURES

The following are harmonised ticketing policies and procedures.

#### Initial Issue

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

#### Reissue

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

#### **Reservation Changes/Revalidation**

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

#### **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.
- 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.

#### 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 TK and OZ as OSI TKNO and SSR TKNE element
   Automated for TP as SSR TKNx element (x = E or A), SSR
- 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.

### 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.

### 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.

### 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 benefts 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 LAXLAX. 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.

To access rules and fares of Star Alliance Fare Products, use the Fare Quote Display in your GDS, and enter an O&D from the respective area (e.g. "HKGHKG" for the Circle Pacific Fare or "FRAFRA" for the Round the World Fare)

ABACUS: FQ LAXLAX10JAN-(Carrier Code) Pricing Entry in Created Itinerary: WPRW AMADEUS: FQD LAXLAX/A(Carrier Code) Pricing Entry in Created Itinerary: FXX/S2RW

APOLLO: **\$DLAXLAX-RTW** Pricing Entry in Created Itinerary: **\$B** 

GALILEO: FD LAXLAX/(Carrier Code) Pricing Entry in Created Itinerary: FQ or FQ@FareBasis (manual)

INFINI: FQLAXLAX10JANRW-(Carrier Code) Pricing Entry in Created Itinerary: WPRW FQ LAXLAX10JAN-(Carrier Code) Pricing Entry in Created Itinerary: WPRW SABRE:

WORLDSPAN: 4FLAXLAXrw-(Carrier Code) Pricing Entry in Created Itinerary: 4P\*

SHARES HP: \$-LAXLAXRW Pricing Entry in Created Itinerary: \$-\$- GDRW

SITA: FSDLAXLAX/(Carrier Code) Pricing Entry in Created Itinerary: FQT://RWRW TRAVELSKY: XS FSDBJSBJS/RTWF Pricing Entry in Created Itinerary: XS QTE:/CA/RTWF

For Pricing Entry in Created Itinerary, please contact your respective GDS for auto-price ability and further details. Please use "rw" for Round the World fare and "ct" for Circle Fares

# AIRPORTS

# PRIORITY BAGGAGE HANDLING

### **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:

### First Class

On all flights

NOTE: Some carriers do not provide First Class service.

### **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.

### **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
1. First and Business Class			
A3, AC, AI, AV, BR, CA, ET, JP, MS, OU, SA, SK, SN, SQ, TG, TK, TP, ZH	2	158 cm (62 inches)	32 kg (70 pounds)
CM, LO, LH, LX, NH, OS, OZ	F class 3, C class 2	158 cm (62 inches)	32 kg (70 pounds)
ET, 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) 158 cm (62 inches)	32 kg (70 pounds) 23 kg (50 pounds)

NOTE: Some carriers do not offer First Class, AC, LH, LX, NZ, OS, SN: No bags over 32 kg (70 lbs) accepted as checked baggage, AC: Brzail 2 free pieces at 32 kg (70 lbs). Al: Weight and dimensions may vary depending on destination. Please check with AI to confirm. AV: First and Business Class international and domestic flights, 2 X 32 kg (70 lbs). BR: Applies to/from US and Canada and certain countries in Central and South America. CM, LH, LX, OS, SN: First Class, 3 bags up to 32 kg each, Business Class 2 bags up to 32 kg each, Note that CM does not have First Class. FE! No First Class service. Business Class allows or 3 pieces (158 cm/62 inches) 32kg/70 lbs or 23 kg/50 lbs. 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/32 kg). MS: Economy Light fare. 1 piece max 23 kg, 158 cm. For travel within Egypt, 1 piece with max. 23 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
1.1 Star Alliance Gold (First	and Business)		
All carriers	one additional piece		
2. Economy			
A3, AC, CA, JP, AI, LH, LX, NZ, OS, OU, OZ, SK, SN, UA, ZH	1	158 cm (62 inches)	23kg (50pounds)
AV, BR, CA, CM, ET, LO, MS, NH, SA, SQ, TG, TK, TP	2	158 cm (62 inches)	23kg (50pounds)

NOTE: AC: Star Alliance Gold members in Business Class baggage weight is up to 32 kg (70 lbs). Economy Class baggage allowance: Free baggage varies by destination, please check with AC to confirm. Premium Economy is offered 2 pieces at 23 kg for all destinations. Al: Weight and dimensions may vary depending on destination. Please check with Al to confirm. AV: For all flights, 2 X 23 kg (50 lbs), BR: Premium Economy (Elite Class) is allowed 2 x 28 kg (62 lbs). CA: One piece in economy applies to international/regional routes involving America, Europe, Africa, the Middle East, Australia, New Zealand and other parts of Asia (except Japan) and regional routes involving Hong Kong, Macau and Taiwan. The 2 pieces in economy applies to routes involving Japan: (50 lb)/ piece Routes involving Japan. The Sixth Freedom Bight routes involving transit between Americas (except Hawaii) and third countries and Hong Kong/Macau/Taiwan via Mainland China (Hong Kong/ Macau/Taiwan excluded). The sum of the length, width and height of each piece of baggage shall not exceed 158 cm (62 in), 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: The free baggage allowance for economy class may vary from sector to sector. Please check. The max, sum of the three dimensions (length + width + height) of each bag not to exceed 158 cms (62 inches). For travel within Latin America, two pieces for a max. combined weight of 32 kg (70 lbs). JP: Economy basic class: no baggagge allowance, LH: For travel origin Brazil 2 x 32 kg (70 lbs), A higher allowance may apply for specific routings in Economy Class, Premium Economy class; 2 x 23 kg, Economy basic class: no baggage allowance, 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), Economy basic class; no baggage allowance, 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. LH. LX. OS: Specific regional exceptions with higher bag allowance might be applicable. Check with carrier with more information. Economy basic class; no baggage allowance, OZ: For Americas routes 2 X 23 kg. 158 cm. 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. Exception for Business Class: Domestic 1 pc and SA to Nigeria 3 pcs. 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: The extra bag for Gold customers is not applicable with Check&Go tickets. For travel To/From West-East-Central Africa 2 X 23 kg. meaximum dimensions 158 cm SQ: For travel to/from Brazil, the baggage allowance is 2 x 32 kg. TK: For travel from Turkey to Brazil & Argentina, 2 x 23 kg. For travel from Turkey to Brazil & Argentina, 2 x 23 kg. For travel from Turkey to Brazil & Argentina, 2 x 23 kg. For travel from Turkey to Brazil & Argentina, 2 x 23 kg. For travel brown to the same and Iran to Toronto, 3 x 23kg. TG: The checked baggage policy by piece concept only applies to international sectors to/from USA/Canada. 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 23 kg. Ro. To travel to from Brazil X 23 kg. Por travel to from Brazil X 23 kg. Ro. To

Piece Concept	Number of Pieces	Maximum dimensions of each piece	Maximum weight of each piece
2.1 Star Alliance Gold (Econo	omy)		
AC, 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)
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. Al: Weight and dimensions may vary depending on destination. Please check with Al 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 28 kg + Golf + Ski (exc. USA and Canada) OU: Baggage weight is according to booking class. C class is 32 kg, Y class is 28 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 28 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 23 kg (50 lbs). To: The checked baggage policy by piece concept only applies to international sectors to/from USA/Canada. For Extra baggage, ROP Platinum, ROP & Star Alliance Gold travelling on First and Royal Silk class 1 piece /32kg/70lbs), ROP & Star Alliance Gold travelling on Economy to the transportation to/from Canada/USA/US terrifories.

### 3. Infants not occupying a seat

AI, AV, OZ	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, BR	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)
CA, LH, LX, OS, OU, SN, ZH	1 + 1 fold up, collapsible stroller	158 cm (62 inches)	23 kg (50 pounds)
CM, JP, LO, SK, TG, TK, UA, SA, SQ,	1 + 1 fold up, collapsible stroller 1 +1 fold up, collapsible stroller and 1 carry cot or car seat	115 cm (45 inches) 158 cm (62 inches)	23 kg (50 pounds) 23 kg (50 pounds)
AC	CDA/USA 0+1 + collapsible stroller at the gate +1 car seat or booster seat. INTL 1 +1 collapsible stroller at the gate +1 car seat or booster seat	158 cm (62 inches)	23 kg (50 pounds)
ET, MS, 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. CA: One piece of 23 kg (50lbs)/piece. In addition, a foldable baby stroller or cradle can be checked for free. 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. OZ: For Americas routes 1+ 1 foldup collapsible stroller. 158 cm, 23 kgs. TG: The checked baggage policy by piece concept only applies to international sectors to/from USA/Canada. UA: If fare paid. ZH: Piece concept is only applicable to the transportation to/from Canada/USA/US territories.

Weight Concept	Maximum combined weight of all pieces	Class of service
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) 40 kg (88 lbs) 30 kg (66 lbs)	Royal First Class Royal Silk Class Premium Economy Economy
For 06	23 kg (Adult, Child) 10 kg (Infant) 32 kg (1 or 2 pieces) 10 kg (1 piece)	International (Adult, Child) International (Infant)
For SQ	50 kg (110 lbs)	First Class
For BR	40 kg (88 lbs) 35 kg (77 lbs) 30 kg (66 lbs) 40 kg (88 lbs) 35 kg (77 lbs) 30 kg (66 lbs)	Business/Premium/Laurel/Royal Laurel Elite Economy Class Business Class Premium Economy Class Economy Class

### 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 SQ	1 car seat + 1 fold up, collapsible stroller 10 kg (22 lbs )+ 1 fold up, collapsible stroller	
	+1 carry cot or car seat	

NOTE: AC: AC does not use the weight concept. AI: While on international routes (and if domestic journey) is part of international timerary) 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 (X,Q,W,G,L,U,S,TX, N, E) 15 kgs. Infants not entitled to a seat (all economy classes) Nii. CA: The length, width and height of each piece of baggage shall not exceed 100 cm (40 in), 60cm (24 in) and 40cm (16 in). Each piece of ordinary baggage shall not weigh over 32 kg (70 lb). Any baggage that weights over 32 kg (70 lb) must be split into two pieces. NZ, SA: No bags over 32 kg (70 lb) accepted as checked baggage. LH, LX, NH, NZ, OS, SK, SN, TP: Do not offer the weight concepts. Solid carriers do not offer First eXiles. SK: Economy Extra Class counts as Rusiness Class. JP: No bags over 45 kg. Max. dimensions 178 cm accepted on checked baggage. NZ: Car seat and stroller travel free. OZ: For international flights, weight concept, solid concepts of the control of the control control class and the control of the control control

# 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 Airways (JP)

ITEMS	WITHIN BAGGAGE A		INTERLIN- EABLE	SSR	SSR ITEM	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	LADLL	REGUINED		IIEM
Ammunition	No	N/A	Yes	Yes	WEAP	Max 5 kg. 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	No	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 1	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.
Kiteboards	No	N/A	Yes	Yes	SPEQ	
Pets in Cabin (PETC)	No	N/A	Yes	Yes	PETC	Cats & dogs only, limited number, 2 PETC on CRJ aircraft.
Pets as Checked Baggage (AVIH)	No	N/A	Yes	Yes	AVIH	

# Adria Airways (JP) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE REQUIRED	SSR	PACKAGING REQUIRED					
TIEMO	Piece Concept	Weight Concept	LABLE	REQUIRED	ITEM	IIEM	IIEM	GOINED   ITEM	REQUIRED	NEQUINED
Scuba diving	No	N/A	Yes	Yes	SPEQ	Oxygen bottles must be empty.				
Service Animals	Yes	N/A	Yes	Yes	DEAF / BLND + PETC					
Skis/Snowboard/Waterskis	Yes 2	N/A	Yes	Yes	SPEQ					
Small Surfboard/Wakeboard	Yes 2	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 certain aircraft types				
Wheelchair with Dry Cell Batteries	Yes	N/A	Yes	Yes	WCHx + WCBD	Yes, in line with IATA DGR (volumetric limitations may apply on certain aircraft types).				
Wheelchair with Lithium Batteries	Yes	N/A	Yes	Yes	WCHx+WCLB	Yes, in line with IATA DGR (volumetric limitations may apply on certain aircraft types).				

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 or Surfboard/Wakeboard within category SMALL, up to 15 kg and with only one dimension (width or height or depth) up to 140 cm; the other two dimensions must be smaller and the ticketed fare allows PC.

# Aegean Airlines (A3)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE			SSR SSR REQUIRED ITEM	PACKAGING REQUIRED	
	Piece Concept	Weight Concept	LABLE	REGUINED	- 112.11	REGUILED
Alpinist	Yes 2	Yes 2	Yes	Yes	SPEQ	Yes
Ammunition	Yes 1	No 1	Yes	Yes	WEAP	Yes
Archery Equipment	Yes 2	Yes 2	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 2	Yes 2	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 3	Yes 3	Yes	Yes	GOLF	No
Hang gliders	No	No	Yes	Yes	BULK	Yes
Javelin	Yes 2	Yes 2	Yes	Yes	SPEQ	Yes
Kayaks	No	No	Yes	Yes	BULK	No
Kiteboards	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

# Aegean Airlines (A3) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	LADLL	REGUINED	ITEM	NEQUINED
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Yes, in appropriate kennel
Scuba Diving	Yes	Yes	Yes	Yes	SPEQ	No, but recommended.
Service Animals	Yes	Yes	Yes	Yes	PETC	No
Skateboard	Yes 2	Yes 2	Yes	Yes	SPEQ	Yes
Skis/Snowboard/Waterskis	Yes	Yes	Yes	Yes	SPEQ	Yes
Small Surfboard/Wakeboard	No	No	Yes	Yes	SPEQ	No, but recommended.
Surfboard/Windsurfer	No	No	Yes	Yes	SPEQ/BULK	No, but recommended.
Tennis/Squash/Badminton	Yes 2	Yes 2	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.

3 Only first golf bag is free. Exception: Chargeable from first golf bag, route Kalamata-Stockholm and v.v.

# Air Canada (AC)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE			SSR REQUIRED	0011	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	LABLE	REQUIRED	ITEM	NEQUINED
Ammunition	Yes	No	Yes	Yes	AMMUNITION	Max of 5kg. Must be packaged separately from firearm. Declaration form required.
Archery Equipment	Yes	No	Yes	Yes	SPEQ	Recommended, but not mandatory. 1
Bike	Yes - Handling fee applies	No	Yes	Yes	BIKE	Recommended, but not mandatory. 1
Bike - Tandem	Yes - Handling fee applies	No	Yes	Yes	BIKE	Recommended, but not mandatory. 1
Bulk baggage	N/A	N/A	N/A	N/A	N/A	Recommended, but not mandatory. 1
Cabin baggage in seat	Yes	No	No	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	No	Yes	Yes	WEAP	Firearm must be unloaded. Packaged in a locked non-see through case. Declaration form required. Ammunition must be packaged separately.
Fishing equipment	Yes - Handling fee applies	No	Yes	Yes	SPEQ	Recommended, but not mandatory. 1
Golf equipment	Yes	No	Yes	Yes	SPEQ	Recommended, but not mandatory. 1
Hang gliders	Not accepted	N/A	N/A	N/A	N/A	N/A
Kayaks	Yes	No	N/A	Yes	SPEQ	N/A
Kiteboards	Yes	No	N/A	Yes	SPEQ	
Pets in Cabin (PETC)	Yes	No	N/A	Yes	PETC	Approved pet carrier, not accepted in Business Class.
Pets as Checked Baggage (AVIH)	Yes	No	STAR Only	Yes	AVIH	Approved kennel. Embargo and restrictions apply.
Scuba Diving	Yes	No	Yes	Yes	SPEQ	Tank must be empty.



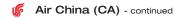
ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	EABLE	REQUIRED	IIEWI	NEQUINED
Service Animals	Yes - Birds not accepted in cabin as service animals.	No	Yes	Yes	MEDA/CKIN/ BLND/DEAF/ EMOTIONAL SUPPORT	48 hours notice required
Skis/Snowboard/Waterskis	Yes	No	Yes	Yes	SPEQ	Recommended, but not mandatory. 1
Small Surfboard/Wakeboard	Yes	No	Yes	Yes	SPEQ	Recommended, but not mandatory. 1
Surfboard/Windsurfer	Yes (surfboard only)	No	Yes	Yes	SPEQ	N/A
Wheelchair non-powered	In addition to free baggage allowance	No	Yes	Yes	WCMP	No
Wheelchair with Dry Cell Batteries	In addition to free baggage allowance	No	Yes (Star Carriers only)	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.
Wheelchair with Lithium batteries		No	Yes	Yes	WCLB	
Wheelchair with Wet Cell Batteries	In addition to free baggage allowance	No	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.



ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
	Piece Concept	Weight Concept	LABLE	TIEGOTTED	IIEM	NEGOINED
Ammunition	No	No	No			Max of 5kg. 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 (PETC)	No	No	No			
Pole	No	No	No	Yes	SPEQ	
Precision Instrument and Electrical Equipment	No	No	No	No		Packaging required. Handling fee will apply.
Scuba Diving Equipment	No	No	No			Not allowed.



ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	LABLE	REGUINED	I I LIVI	NEGOINED
Service Animals	Yes	Yes	Yes			
Skis/Snowboard/Waterskis	Yes	Yes	Yes	No		Handling fee will apply.
Small Surfboard/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			Not allowed.
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	No		
Wheelchair with Wet Cell Batteries	No	No	No	No		Packaging required.

NOTE: 1. For free baggage allowance, on international routes, Piece Concept is used. On domestic routes, Weight Concept is used.

When excess baggage fee needs to be collected, on international/regional routes, the fee is based on the related rules. On domestic routes, the fee per kilo is 1.5% of the normal Economy Class fare.

2. Golfing/ski /water skiing equipment (not including sled), bowling equipment, bicycle, skating / skateboard, sleeping bag, backpack, diving equipment, archery equipment, hockey, camping equipment (including parachute glider), tennis equipment, mountain climbing gear, fishing gear, musical instrument and aids (wheelchair used by a health person) and foldable baby bed, foldable baby stroller or radile: Excess bagaage fee to be paid for the part in excess.

# Air India (AI)

ITEMS		WITHIN FREE BAGGAGE ALLOWANCE		SSR REQUIRED	SSR	PACKAGING REQUIRED
TILWIS	Piece Concept	Weight Concept	EABLE	REQUIRED	D IIEM	REQUIRED
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	N/A		N/A
Cabin baggage in seat	N/A	N/A	N/A	N/A		N/A
Firearms	Yes	Yes	No	No		Handling charges are levied. For domestic, INR5000 plus taxes. For international, equiv. of USD100 plus local taxes.
Fishing equipment	Yes	Yes	Yes	No		No
Golf equipment	No	No	Yes	No		
Hang gliders	N/A	N/A	N/A	N/A		N/A
Kayaks	N/A	N/A	N/A	N/A		N/A
Kiteboards	N/A	N/A	N/A	N/A		N/A
Pets in Cabin (PETC)	No	No	No	Yes	PETC	Muzzled
Pets as Checked Baggage (AVIH)	No	No	No	Yes	AVIH	Proper caging.
Scuba Equipment	N/A	N/A	N/A	N/A		N/A
Service Animals	N/A	N/A	N/A	N/A		N/A
Skis/Snowboard/Waterskis	No	No	Yes	No		
Small Surfboard/Wakeboard	N/A	N/A	N/A	N/A		N/A

# Air India (AI) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TILMO	Piece Concept	Weight Concept	LADLL	REGUINED	ITEM	REQUIRED
Surfboard/Windsurfer	N/A	N/A	N/A	N/A		N/A
Waveboard	N/A	N/A	N/A	N/A		N/A
Wheelchair non-powered	N/A	N/A	N/A	N/A		N/A
Wheelchair with Dry Cell Batteries	N/A	N/A	N/A	N/A		N/A
Wheelchair with Wet Cell Batteries	N/A	N/A	N/A	N/A		N/A



# Air New Zealand (NZ)

ITEMS	WITHIN BAGGAGE A		INTERLIN- EABLE REQUIRED		SSR	PACKAGING REQUIRED
	Piece Concept	Weight Concept		IIEM	NEGOINED	
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 pad- ded. 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 pad- ded. 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) 1,4		Yes	No	Nil	Maximum length 2.5m. If booked on a 5000 or 8000 flight number max. length is 1.8m.
Kayaks	Yes (under) 2 metres) 1,4		Yes	No	Nil	Maximum length 2.5m. If booked on a 5000 or 8000 flight number max. length is 1.8m.
Kiteboards	Yes (under) 2 metres) 1,4		Yes	No	Nil	Maximum length 2.5m. If booked on a 5000 or 8000 flight number max. length is 1.8m.
Pet in Cabin	No		No	No	N/A	N/A
Pets as Checked Baggage (AVIH)	N/A (only permitted domestically with N.Z.) 2		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.



# Air New Zealand (NZ) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TIEMO	Piece Concept	Weight Concept	EADLE	REQUIRED	11 = 141	REQUIRED
Scuba Diving	Yes		Yes	No	N/A	Tanks must be de-pressurised.
Service Animals	Carried in cabin 3		N/A	Yes	SSRPETC	N/A
Skis/Snowboard/Waterskis	Yes (under 2 metres)		Yes	No	No	N/A
Small Surfboard/Wakeboard	Yes		Yes	No	No	N/A
Surfboard/Windsurfer	Yes (subject to space) 1,4		Yes	No	No	Maximum length 2.5m (if booked on a 5000 or 8000 flight number Max. length is 1.8 m)
Wet Cell Batteries	No (for wheelchairs) 2		Yes	Yes	WCBW	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	Yes	WCMP	N/A
Wheelchair with Dry Cell Batteries	No		Yes	Yes	WCBD	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: 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 guarantine, 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.

# ANA ANA (NH)

ITEMS		WITHIN FREE BAGGAGE ALLOWANCE		SSR REQUIRED	SSR	PACKAGING REQUIRED
TIEMO	Piece Concept	Weight Concept	EABLE	NEGOINED	IIEM	NEGOINED
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	Yes, in proper package.
Firearms	Yes	N/A	No	Yes	WEAP	Yes, in proper package.
Fishing equipment	Yes	N/A	Yes	Yes	SPEQ	Yes, in proper package.
Golf equipment	Yes	N/A	Yes	Yes	SPEQ	Yes, in proper package.
Hang gliders	Yes	N/A	Not permitted	Yes	SPEQ	Yes, in proper package.
Kayaks	Yes	N/A	Not permitted	Yes	SPEQ	Yes, in proper package
Kiteboards	Yes	N/A	Yes	Yes	SPEQ	Yes, in proper package.
Pet in Cabin (PETC)	Not permitted	N/A	Not permitted	Not permitted	Not permitted	Not permitted
Pets as Checked Baggage (AVIH)	No	N/A	Yes	Yes	AVIH	Yes,in proper kennel.
Scuba Diving	Yes	N/A	Yes	Yes	SPEQ	Yes, in proper package.
Service Animals	Yes, Free	N/A	Yes	Yes	PETC/AVIH	Yes, in proper kennel when checked as baggage
Skis/Snowboard/Waterskis	Yes	N/A	Yes	Yes	SPEQ	Yes, in proper package.
Small Surfboard/Wakeboard	Yes	N/A	Yes	Yes	SPEQ	Yes, in proper package.
Surfboard/Windsurfer	Yes	N/A	Yes	Yes	SPEQ	Yes, in proper package.

# ANA (NH) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TT E IVIO	Piece Concept	Weight Concept		REQUIRED	ITEM	NEGOINED
Wheelchair non-powered	Yes, free	N/A	Yes	Yes	WCMP	Yes, in proper package.
Wheelchair with Dry Cell Batteries	Yes, free	N/A	Yes	Yes	WCBD	Yes, in proper package.
Wheelchair with Wet Cell Batteries	Yes, free	N/A	Yes	Yes	WCBW	Yes, in proper package.

# Asiana Airlines (OZ)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
	Piece Concept	Weight Concept	LADLL			NEGOINED
Ammunition	Yes	N/A	Yes	Yes	WEAP	Yes. Accepted under condition stipulated in IATA DGR and OZ manual.
Archery Equipment	Yes	N/A	Yes	Yes	SPEQ (Recommended but not mandatory)	Yes. Packaging required.
Bike	Yes	N/A	Yes	Yes	BIKE (Recommended but not mandatory)	Yes. Packaging required.
Bike - Tandem	Yes	N/A	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	N/A	Yes	Yes	WEAP	Yes, Accepted under condition stipulated in IATA DGR and OZ manual.
Fishing equipment	Yes	N/A	Yes	Yes	SPEQ (Recommended but not mandatory)	Yes. Packaging required.
Golf equipment	Yes	N/A	Yes	Yes	SPEQ (Recommended but not mandatory)	Yes. Packaging required.
Hang gliders	Not accepted	N/A	Not accepted	N/A	N/A	Only accepted as Cargo.



# Asiana Airlines (OZ) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
	Piece Concept	Weight Concept	LABLE	TIE GOILLED	IIEM	NEGOINED
Kayaks	Not accepted	N/A	Not accepted	N/A	N/A	Only accepted as Cargo
Kite	Yes	N/A	Yes	No	N/A	Yes, in proper packaging
Pets as Checked Baggage (AVIH)	No	N/A	Yes	Yes	AVIH	Yes. Max. weight 45kg; Max. dimensions 285cm; Max. height 84cm
Pets in Cabin	No	N/A	Yes	Yes	PETC	Yes. Dog, Cat, Bird only. Max. weight 5kg including cage. Max. dimensions 115cm. Max. height 21cm (hardside cage) / 26cm (softside cage)
Scuba Diving	Yes	N/A	Yes	Yes	SPEQ (Recommended but not mandatory)	Yes. Packaging required. Tank must be empty.
Service Animals	Free of charge	N/A	Yes	Yes	BLND	No
Skis/Snowboard/Waterskis	Yes	N/A	Yes	Yes	SPEQ (Recommended but not mandatory)	Yes. Packaging required.
Small Surfboard/Wakeboard	Yes	N/A	Yes	Yes	SPEQ (Recommended but not mandatory)	Yes. Packaging required.
Surfboard/Windsurfer	Yes	N/A	Yes	Yes	SPEQ (Recommended but not mandatory)	Yes. Packaging required.
Wet Cell Batteries	Yes	N/A	Yes	Yes	WCBW	For WCBW, accepted under condition stipulated in IATA DGR and OZ manual, free of charge.
Wheelchair non-powered	Free of charge	N/A	Yes	Yes	WCHR	Accepted under condition stipulated in IATA DGR and OZ manual.
Wheelchair with Dry Cell Batteries	Free of charge	N/A	Yes	Yes	WCBD	Accepted under condition stipulated in IATA DGR and OZ manual.

# Austrian (OS)

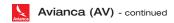
ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN-	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
TILMO	Piece Concept	Weight Concept	I I I I I I I I I I I I I I I I I I I	REQUIRED		
Ammunition	Yes	N/A	Yes	Yes	WEAP	Securely packed, separated from arms and in line with IATA DGR.
Archery Equipment	Yes	N/A	Yes	Yes	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	BULK	Advisable to rotate handlebar 90 degrees and tighten. Remove 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. Max 75kg. Max 155x42x- 25cm from cabin floor, or 110x42x50cm from 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
Kiteboards	No	N/A	Yes	Yes	SPEQ	Yes
Pets in Cabin (PETC)	No	N/A	Yes	Yes	PETC	Bite/leak-proof container/bag. Max total weight 8kg. Sum of dimensions max. 118 cm
Pets as Checked Baggage (AVIH)	No	N/A	Yes (provided the transfer time does not exceed 3 hrs)	Yes	AVIH	Kennel according IATA LAR.
Scuba Diving	Yes	N/A	Yes	Yes	SPEQ	Yes, in line with IATA DGR

# Austrian (OS) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN-		SSR	PACKAGING REQUIRED
	Piece Concept	Weight Concept	EABLE	REQUIRED	ITEM	REQUIRED
Service Animals	Yes	N/A	Yes	Yes	SVAN	None
Skis/Snowboard/Waterskis	Yes	N/A	Yes	Yes	SPEQ-SKI	Yes
Small Surfboard/Wakeboard	Yes	N/A	Yes	Yes	SPEQ	Yes
Surfboard/Windsurfer	Yes	N/A	Yes	Yes	SPEQ	Yes
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 Dry Cell Batteries	Yes	N/A	Yes	Yes	WCBD	Yes, in line with IATA DGR
Wheelchair with Lithium Batteries	Yes	N/A	Yes	Yes	WCLB	Yes, in line with IATA DGR
Wheelchair with Wet Cell Batteries	Yes	N/A	Yes	Yes	WCBW	Yes, in line with IATA DGR



ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
	Piece Concept	Weight Concept	LABLE	REGUINED	ITEM	NEGOINED
Ammunition	No		No	No	No	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.
Archery Equipment	Yes		Yes	No	No	Must be packed in a special suitcase.
Bike	No		Yes	Yes	SPEQ	Correctly packed and handlebars fixed sideways, pedals removed. Must remain within 230 cm/90in. Fee applies.
Bike - Tandem	No		Yes	Yes	SPEQ	Correctly packed and handlebars fixed sideways, pedals removed. Must remain within 230 cm/90in. Fee applies.
Bulk baggage	Yes		Yes			1
Cabin baggage in seat	Yes		Yes	Yes	CBBG	2
Firearms	No		No	Yes	WEAP	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. Fee applies.
Fishing equipment	Yes		Yes	No	No	Will accept one (1) pair of boots, one (1) red and two (2) fishing rods with dimensions greater than 62 "but less than 85" as part of the free baggage allowance.
Golf equipment	No		Yes	Yes	SPEQ	A golf club bag up (fourteen) 14 clubs, twelve (12) balls, one (1) pair of golf shoes, properly packed and insured.
Hang gliders	No		No	Yes	SPEQ	
Kayaks	No		No			
Kiteboards	No		No			
Pets in Cabin (PETC)	No		No	Yes	PETC	4
Pets as Checked Baggage (AVIH)	Yes		Yes	Yes	AVIH	3



ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR	SSR	PACKAGING REQUIRED
	Piece Concept	Weight Concept	EABLE	REQUIRED	ITEM	negoined
Scuba Diving	No		Yes	Yes	SPEQ	An air regulator, an empty tank, two (2) rubber fins, a conven- tional harpoon, a mask, a snorkel, a wet suit, a weight belt and high intensity lamps underwater (diving lamps without batteries). Fee applies
Service Animals	Yes		Yes	Yes	SVAN, ESAN	5
Skis/Snowboard/Waterskis	No		Yes	No	No	A pair of skis, 2 sticks, boots and shoes are allowed, Snowboards
Small Surfboard/Wakeboard	No		Yes	Yes	SPEQ	Applies to tables smaller than 12 feet (366 cm) and weighing less than 70 lbs. Fee Applies
Surfboard/Windsurfer	No		No	Yes	SPEQ	Applies to tables smaller than 12 feet (366 cm) and weighing less than 70lbs. The Windsurfing equipment consists of a board, mast and "boom. Fee aplies.
Wet Cell Batteries	Yes		Yes	Yes	WCHC/WCHR/ WCHS/WCOB/ WCMP	6
Wheelchair non-powered	Yes		Yes	Yes	WCHC/WCHR/ WCHS/WCOB/ WCMP	
Wheelchair with Dry Cell Batteries	Yes		Yes	Yes	WCHC/WCHR/ WCHS/WCOB/ WCMP	6



### Avianca (AV) - continued

### NOTE: 1 A330 aircrafts:

- Live Animals
- Wheelchair
- · Fragile baggage (Properly identified)

### 2 Conditions:

- The content of the piece of luggage must not compromise under any circumstances, flight safety.
- The baggage will be subject to review of the company before being tackled.
- The ticket fare for the extra seat will be equal to that used by the client.
- If the client is presented at the counter without a ticket for the extra seat, we apply the rates available for sale in accordance with normal procedures.
- Cabin baggage must be properly packaged.
- Must take the seat next to the customer that carries.
- It should be located in the seats next to the window.
- The piece must be secured to seat with the seat belt that seat, this includes musical instruments and cameras of reporters.
- Transportation of franchise grantees CBBG extra baggage which corresponds to the same class of service paid.
- In cases of charges date changes, the same applies for each ticket purchased according to the conditions of each.
- It is important to note that the emissions system generates two tickets for the same passenger.
- . In this case, the system generates a double TST, so it should generate a double payment of all charges, including taxes. Restrictions:

- . The piece of luggage must not be located in rows considered as emergency exits.
- The piece of luggage must not obstruct any warning, corridors and / or emergency exits.
- The piece of luggage must not exceed 75 kg and no larger than 80 inches in overall external dimensions.

### 3 Conditions of Service:

Pets are only accepted as checked baggage in the following situations:

On flights within Colombia only dogs, cats and birds will be accepted with a maximum weight of 20 kg and when the flight is less than two hours long.

For flights on international routes we only accept dogs and cats with a maximum weight of 20 kg and when the flight is less than two hours long, except for flights to and from Spain which have the following conditions:

- . If you have a nonstop flight, which means it involves no stop or intermediate stops, the maximum allowed weight is 46 kg.
- . If the flight is not direct, which means it involves stops or intermediate stops, the maximum allowed weight is 20 kg.
- Is totally prohibited the entry of pets and supplies to the islands of Aruba, Curacao and Galápagos by regulation in these countries, this restriction does not apply for the fighting cocks, these roosters can come from these countries to South America and Central America, but for destination others than Colombia.



# Avianca (AV) - continued

Dogs and cats under 8 weeks will not be accepted, as due to their size they are more vulnerable to dehydration during transport.

To increase the levels of safety and comfort for pets, dogs over 35 inches at the withers (height measured from the ground to the ridge between their shoulder blades) must travel with a basket muzzle and use it throughout the entire journey. We recommend "threading" the muzzle through the collar to prevent the dog taking it off and using its snout to get out of the carrier and getting hurt.

If the pet is taller than 35cm at the withers and is traveling in a metal carrier approved for air transportation it does not have to use a muzzle.

- . Only one animal is allowed per container/carrier.
- . The maximum weight of the container is 10 kg.
- . The carrier/container must be large enough for the animal, at any time, to fully stand up, turn around and lie down naturally and easily.
- On flights within Colombia the aggressive breeds which are allowed to travel (American Staffordshire Terrier, Bull Terrier, Doberman, Dogo Argentino, Dogo de Bordeaux, Fila Brasiliero, Neapolitan Mastiff, Presa Canario, Pitbull Terrier, Rottweiler, and Japanese Tosa), with a height of 35 cm or more at the withers must travel in the hold in a metal container.

### **Passenger Commitments:**

- . Make sure you are aware of the breed of your pet so you know if you are able to transport it or not.
- · Provide the container to transport your pet on flights within Colombia or on international routes.
- Make sure the other airline confirms the service.
- . Comply with all the pet travel requirements and permits in the country of origin and destination.
- . Sign the "live animals transportation in the hold" form which will be provided by one of our staff at the counter where you check your pet.

According to article 108-E of Chapter XIII of Law 746 of July 19, 2002, "Due its high level of danger, It is prohibited the importation of specimen canine breeds: Staffordshire Terrier, American Staffordshire Terrier, American Pit Bull Terrier or the result of canine crosses or hybrids of these breeds into Colombian territory.

- 4 Pets are accepted in Roll-on baggage, briefcases in hard or soft containers if they can be accommodated under the passenger seat
  - . Transporting pets applies to domestic and international flights.
  - . It is recommended that they are assigned window seats. -Just 1 pet per row is allowed
  - Pets accepted on all routes including intra Peru and intra Ecuador are: Dogs and Cats. Except flights within Colombia were dogs, cats and small birds are accepted. Galápagos Island doesn't accept pets, going in or out of the island.

  - . Minimum time of application:
  - . Call Center and other channels: It is recommended that the service be requested 24 hours prior to departure.
  - · Airports: The service can be confirmed at any time provided that not exceeding the quota prescribed minimum aircraft type Equipment Type / Pets Allowed

Distribution by Cab:

ATR: 3



# Avianca (AV) - continued

Other Equipment:
All routes: 4 (Business Class 2, Class Economy: 2)
flights in Colombia 6 (Business Class 2, Class Economy: 4)
Market: All
Weight: 17.6 lb (8kg)
Briefcase:
Including his briefcase
90 cm / 35 inches. (length + width + height)
Length 16 "Width + 11" + Height 8"
Length + Width + 40.6 cm 27.9 cm + height 20.3 cm

- 5 Service animal (SVAN), rescue animal (SVAN) and emotional support animals (ESAN): passengers traveling with this animals must provide current documentation on the letterhead of a licensed mental health professional. (no older than one year from the date of the passenger's schedule initial flight),--- Not considered cabin pets.
- 6 Accepted electric wheelchairs, gel-type battery, dry or wet as checked baggage. The employee:
  - Make sure the battery is disconnected, using the quick disconnect device or manually remove the battery cables. Request detailed instructions to disconnect and reconnect
  - Transmit message to the destination station, to ensure that in the destination city can provide assistance in the battery reconnect.



ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	LABLE	REGUINED	I I EIVI	NEQUINED
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	Yes	Yes	Yes	Yes	SPEQ	Bow, Arrows and maintenance equipment, all packed, securing the item. 1
Bike	Yes	Yes	Yes	Yes	BIKE	O6 accepts tourism or racing bicycles, with a single seat, motorless, folded handles and detached pedals, all duly packed. There is no limit to the quantity of bikes accepted per flight.1
Bike - Tandem	No	No	No	No		
Bulk baggage	No	No	No	No		
Cabin baggage in seat	Yes	Yes	Yes	Yes	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. 3
Firearms	Yes	Yes	No	Yes	WEAP	Firearms designed for sporting purposes, such as target pistols and rifles, air guns, safari rifles, hunting rifles, etc., may be carried as checked baggage on Avianca Ö6 flights under conditions noted below. 4
Fishing equipment	Yes	Yes	Yes	Yes	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. 1
Golf equipment	Yes	Yes	Yes	Yes	SPEQ	Bag and clubs should be duly protected. 1
Hang gliders	No	No	No	No		
Kayaks	No	No	No	No		

# Avianca Brasil (O6) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	EADLE	REQUIRED	I I LIVI	NEQUINED
Kiteboards	Yes	Yes	Yes	Yes	SPEQ	There are no limits accept surfboard per aircraft. Of accepts max of 1 bag with 2 kiteboards (packed in the same bag) with a max. length of 2m. Damaged or manipulation-re- sistant packaging not allowed. Damaged sport equipment not allowed.
Pets in Cabin (PETC)	Yes	Yes	No	Yes	PETC	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 10 kg.
Pets as Checked Baggage (AVIH)	No	No	No	No		
Scuba Diving	Yes	Yes	Yes	Yes	SPEQ	1, 6
Service Animals	No	No	Yes	Yes	SVAN/ESAN	7
Skis/Snowboard/Waterskis	Yes	Yes	No	No	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. 8
Small Surfboard/Wakeboard	Yes	Yes	Yes	Yes	SPEQ	There are no limits accept surfboard per aircraft. O6 accepts max of 1 bag with 2 surfboards/packed in the same bag)with a max. length of 2m. Damaged or manipulation-resistant packaging not allowed. Damaged sport equipment not allowed.



ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	EADLE H	REGUINED	ITEW	newoined
Surfboard/Windsurfer	Yes	Yes	Yes	Yes	SPEQ	There are no limits accept surfboard per aircraft. O6 accepts max of 1 bag with 2 surfboards/packed in the same baglywith a max. length of 3m. Damaged or manipulation-resistant packaging not allowed. Damaged sport equipment not allowed. 9
Wet Cell Batteries	No	No	Yes	Yes	WCBD	Accepted 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	No	No	Yes	Yes	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	No	No	Yes	Yes	WCBW	Keeping the poles isolated, with the battery attached in the wheelchair. According ANAC 280 resolution, no limits since it does affect safety.



#### Avianca Brasil (06) - continued

#### 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.
- Fishing Equipment: Only one case with up to 2 rods and one package with other equipment is allowed. The case measuring up to 320 cm.
- 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.

#### 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

# Avianca Brasil (O6) - continued

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 10kg, Dimensions: 40cm long\*25cm high\*26cm wide.

#### 6 Scuba Equipment:

- Oxygen cylinders will not be accepted.
- . O6 accepted a Snorkel, Gauge; Harpoon; Fins; Float; Weight belt; Regulator; Display and underwater light (disconnected from the battery).
- All equipment must be packed in its original or equivalent containers so that it fully protects them from shocks, preventing any movement or exit of internal equipment. For items that have batteries, they must be disconnected and packed separately.

#### 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.

#### 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.

#### 9 Items Accepted:

Surfboard; Stand-up paddle board; and Bag and their respective maintenance items. Packaging: Only equipment with appropriate packaging (bag or case) will be accepted. Cloth cover (towel / sock) is not allowed. Restrictions: A maximum of 3 boards will be accepted within the same case, up to 300 cm linear.

### 

ITEMS		WITHIN FREE BAGGAGE ALLOWANCE		SSR	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	EABLE	REQUIRED	ITEM	NEGOINED
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	Yes	Yes	BIKE	Recommended to rotate handlebar 90°, tighten, and remove pedals.
Bike - Tandem	Yes	No	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. Sum of total dimensions may not exceed 115cm (45 inches).
Cabin baggage in seat	No	No	Yes	Yes	CBBG	An extra seat must be booked and paid, max. weight 75kg. Sum of total dimensions may not exceed 115cm (45 inches).
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 1	Yes	Yes	GOLF	
Hang gliders	Yes	No	Yes	Yes	SPEQ	
Kayaks	Yes	No	Yes	Yes	SPEQ	
Kiteboards	Yes	N/A	N/A	N/A	N/A	
Pets in Cabin	No 2	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).
Pets as Checked Baggage (AVIH)	No 2	No	Yes	Yes	AVIH	Container must be large enough for animal to stand upright, turn and lie down in a natural manner.
Scuba diving	Yes	No	Yes	Yes	SPEQ	



#### Brussels Airlines (SN) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE RE	SSR	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	LABLE	REGUINED	IIEW	NEGOINED
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.
Skis/Snowboard/Waterskis	Yes	Free- no restrictions	Yes		SPEQ	
Small Surfboard/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: 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.

- 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, except when travelling in Check@Go
  - · Senators, except when travelling in Check@Go
  - Star Gold Card Holders, except when travelling in Check@Go
  - 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 The transportation of AVIH to the United Kingdom is strictly forbidden on Brussels Airlines flights. However, they can be accepted, but only under following conditions:
  - On flights to LHR only,
  - · and ONLY as cargo



# Copa Airlines (CM)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TILMO	Piece Concept	Weight Concept	LABLE	REQUIRED   ITEM	NEQUINED	
Ammunition	Yes 1	Yes 2	Yes	No	No	Not to exceed 5kg per person (excl. ammunition with explosive and incendiary projectiles) and more than two per pax.
Archery Equipment	Yes 1 1/pax	Yes 2 1/pax	Yes	No	No	4
Bike	Yes 1	Yes 2	Yes	Yes	Yes	Bicycles that weigh between 24 and 32 kilos will be subject to corresponding excess luggage fees on routes for which allowed luggage weight is up to 23 kilos.
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 1	Yes 2	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 ONLY PERMITTED ONLINE.
Canoe	No	No	No	N/A	N/A	Please refer to the Cargo Department for more information.
Firearms	Yes 1 Check permitted destinations	Yes 2 Check permitted 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 1 but not to USA	Yes 2	Yes	No	No	Yes 5
Golf equipment	Yes 1	Yes 2	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 car- go due to the dimensions of these on the size of our aircraft.
Kayaks	Yes 1	Yes 2	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.
Kiteboards	Yes 1	Yes 2	Yes	No	No	Must be small, unmounted, boxed or can be fitted in a suitcase. Must meet measurement and weight restrictions.



ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	EABLE REQUIRED	REGUINED	HEM	REGOINED
Pets in Cabin (PETC)	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).
Pets as Checked Baggage (AVIH)	No	No	No	No	N/A	Shipped only via Cargo.
Scuba Diving	Yes 1 but with empty tank	Yes 2 but with empty tank	Yes, but without tanks	No	No	Empty tank and article bag will be charged as two separate pieces.
Service Animals	No	Yes	CO/UA and all airline complying with DOT382	Yes	Yes	Service animals accompanying disabled persons are permitted in the airplane cabin free of charge.
Skis/Snowboard/Waterskis	Yes 1 but only 1 per passenger	Yes 2 but only 1 per passenger	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 charged US\$100 transport fee. Must comply with our max. dimensions.
Small Surfboard/Wakeboard	Yes 1 but only 1 per passenge	Yes 2 but only 1 per passenge	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 lug- gage. These items will be charged US\$100 transport fee.
Surfboard/Windsurfer	Yes 1 but only 1 bag for 2 passengers	Yes 2 but only 1 bag for 2 passengers	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 1 1 per pax	Yes 2 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.



#### Copa Airlines (CM)

- 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.
  - 4 Accepted archery equipment includes:
  - 1 bow box, bows inside.
  - 1 arrow box, arrows inside.
  - 1 maintenance kit, with sufficient resistance for protecting items against accidental damage.

These items will be subject to the following conditions:

All items must be properly packed in a suitable container.

If necessary, an excess luggage fee will apply.

Archery equipment that is transported in addition to allowed luggage must pay current excess luggage fees.

5 Copa Airlines allows the transport of one piece of fishing equipment per passenger as checked luggage. Corresponding fees will apply to any excess baggage. A piece of fishing equipment consists of the following:

Two fishing rods

A spool A fishing net

A pair of fishing boots,

A pair of fishir A tackle box.

NOTE: All items must be packed in their corresponding boxes in a suitable container that does not exceed a total of 115 linear inches (292 cm) (length + width + height).

All fishing equipment that is transported and checked as an additional piece to the permitted free baggage allowance, current additional baggage fee will apply. The equipment will be considered a single piece of luggage independently of whether or not it is presented as such. Copa Airlines does not take responsibility for any damages that may occur to fishing equipment.

#### Croatia Airlines (OU)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TILMO	Piece Concept	Weight Concept	LADLL	NEGOINED	IIEM	NEQUINED
Ammunition	Yes	N/A	Yes	Yes	WEAP	Securely packed. Separated from arms and in line with IATA DGR.
Archery Equipment	Yes	N/A	Yes	Yes	SPEQ	Yes
Bike	Yes	N/A	Yes	Yes	BIKE	Yes
Bike - Tandem	No	N/A	Yes	Yes	BIKE	Yes
Bulk baggage	No	N/A	Yes	Yes	BULK	No
Cabin baggage in seat	No	N/A	Yes	Yes	CBBG	No
Firearms	Yes	N/A	Yes	Yes	WEAP	Strong, rigid container
Fishing equipment	Yes	N/A	Yes	Yes	SPEQ	Yes
Golf equipment	Yes	N/A	Yes	Yes	SPEQ	Yes
Hang gliders	No	N/A	Yes	Yes	SPEQ	Yes
Kayaks	No	N/A	Yes	Yes	SPEQ	No
Kiteboards	No	N/A	Yes	Yes	SPEQ	Yes
Pets in Cabin (PETC)	No	N/A	Yes	Yes	PETC	Soft bag, max weight 8kg, max dimension 115cm
Pets as Checked Baggage (AVIH)	No	N/A	Yes	Yes	AVIH	Kennel according IATA LAR
Scuba Diving	Yes	N/A	Yes	Yes	SPEQ	YES, in line with IATA DGR
Service Animals	Yes	N/A	Yes	Yes	SVAN	No
Skis/Snowboard/Waterskis	Yes	N/A	Yes	Yes	SPEQ-SKI	Yes
Small Surfboard/Wakeboard	Yes	N/A	Yes	Yes	SPEQ	Yes
Surfboard/Windsurfer	Yes	N/A	Yes	Yes	SPEQ	Yes

### Croatia Airlines (OU) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- SSR EABLE REQUIRE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TILMO	Piece Concept	Weight Concept	LABLE	REGUIRED	IIEM	NEGOINED
Wheelchair non-powered	Yes	N/A	Yes	Yes	WCMP	No
Wheelchair with Dry Cell Batteries	Yes	N/A	Yes	Yes	WCBD	in line with IATA DGR
Wheelchair with Lithium Batteries	Yes	N/A	Yes	Yes	WCLB	in line with IATA DGR
Wheelchair with Wet Cell Batteries	Yes	N/A	Yes	Yes	WCBW	Securely attached to the wheelchair. In line with IATA DGR.



### EGYPTAIR (MS)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	LABLE	REGUINED	IIEM	NEQUINED
Ammunition	Yes	N/A	Allowed from INTL to INTL only	Yes	AMUN	Restriction /country acceptance requirments apply. Max. 5 kg per customer must be packed in a strong outside container separately from firearm, protected against shock. Hold loaded only - Declaration form required. Send pre-advice TLX.
Archery Equipment	Yes	N/A	Yes	Yes	AREQ	Max. 23 kgs.
Bike	Yes	N/A	Yes	Yes	BIKE	Rotate the handlebar 90 degrees. Pedals removed. The bike shall be packed in a carton box or in a plastic box. The tyres 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	Yes	CBBG	Max 75 kg must be restrained in seat. An extra seat must be booked and paid. No baggage allowance for the extra seat purchased.
Canoe	Checked as Cargo	Checked as Cargo				
Emotional support animals	Yes, Free	N/A	Yes (carrier restrictions apply)	Yes	ESAN	Emotional support animals - ESAN. Letterhead document from licensed physician within past 12 months. Exempted from any weight limitations and kennel requirements.
Falcons	No	N/A	Yes	Yes	PETC	1
Film Equipment	Yes	N/A	Yes	Yes	FILM	Yes Suitable packing in metal or rigid boxes.
Firearms	Yes	N/A	Allowed from INT to INT only	Yes	WEAP	2
Fishing equipment	Yes	N/A	Yes	Yes	FIEQ	Max 23 kgs must be checked into the hold. No live bait carried.



### EGYPTAIR (MS) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
	Piece Concept	Weight Concept	LABLE	TIEGOITED	112.01	negoined
Golf equipment	Yes	N/A	Yes	Yes	XGOL	Max weight 23 kg. One golf bag: Clubs, 1 pair shoes, balls, umbrella. Should be enclosed with a cover.
Hang gliders	Checked as Cargo	Checked as Cargo				
Kayaks	Checked as Cargo	Checked as Cargo				
Kiteboards	No	N/A	Yes	Yes	KITE	Yes,Max 32kg. Max 2m.
Oars	Yes	N/A	Yes	Yes	OARS	Max 23kg. Max 2m. 1 Oar case contains 2 oars.
Pet in Cabin (PETC)	No	N/A	Yes (carrier restrictions apply)	Yes	PETC	Max 08 kg per cage (55x40x20), animal weight included. CATS & DOGS only permitted. 1 kennel per customer (2 cohabiting pets can be accepted in 1 cage and charged per kennel). Two kennels per passenger seating zone. (A,B,)
Pets as Checked Baggage (AVIH)	No	N/A	Yes (carrier restrictions apply)	Yes	AVIH (up to 23kg) AVIM (24-32kg) AVIL (33-45kg)	3
Scuba Diving	Yes	N/A	Yes (carrier restrictions apply)	Yes	SCEQ	Max 23 kgs. Scuba tanks must be empty. Gear must be suitably packed in a rigid or hard shell container.
Service Animals	Yes, free	N/A	Yes (carrier restrictions apply)	Yes	SVAN	Seeing eye dog/hearing aid dog. SVAN. Reservation, valid health and vaccination certificates/entry permit required. Exempted from any weight limitations and kennel requirements.
Skis/Snowboard/Waterskis	Yes	N/A	Yes	Yes	XSKI	Max 23 kg – packed in a rigid or soft shell container. 1 set contains: 1 skis, boots, poles OR snow board and boots OR water skis OR wakeboard.
Small Surfboard/Wakeboard	No	N/A	Yes	Yes	SSRB	Yes. Max 32 kg, 2 mkeels and/or kedges must be removed.
Surfboard/Windsurfer	Checked as Cargo	Checked as Cargo				



ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TILMO	Piece Concept	Weight Concept	LABLE	REGUINED	IIEW	NEGOINED
Vaulting Poles	Checked as Cargo	Checked as Cargo				
Wheelchair non-powered	Yes, free	N/A	Yes	Yes	WCMP	Yes
Wheelchair with Dry Cell Batteries	Yes, free	N/A	Yes (carrier variations apply)	Yes	WCBD	4
Wheelchair with Lithium Battery	Yes, Free	N/A	Yes	Yes	WCLB	5
Wheelchair with Wet Cell Batteries	Checked as Cargo	Checked as Cargo				

#### NOTE: 1

- Reservation, valid certificates and permits required.
   Accepted in Y class aft area
- 1 falcon can be carried against excess bag ticket. If more, seat must be booked and paid the normal fare. Max 2 falcons on each seat.
   Must be hooded and restrained on perches.
   Max 10 (narrow body), 15 (wide body) aircrafts.



#### EGYPTAIR (MS) - continued

-

- Restriction apply/country acceptance requirments apply.
- Must be suitably packed in a strong rigid container made of wood, metal, or fibre. - Firearms must be unloaded and enclosed in cover.
- . Sports Firearms: 1 case containing 2 rifles OR 2 shooting guns OR 5 shooting pistols and accessories.
- Hold loaded only Declaration form required.
   Send pre advice TLX to transfer station and destination.

3

- Clean/leak proof/escape proof/well ventilated container made of fibreglass, metal, rigid plastic.
- Cage must be large enough that the animal can stand upright, turn around and lie down.
- Max 1 animal per kennel
- A/C E170 and A320 (SUGCL) not allowed.
- Animals plus cage must not exceed 45KG.

4

- · Accepted in hold only. Insulate terminals.
- · Disconnect battery. Fasten securely to device.
- Use wheelchair & battery identification labels
- . If battery is removable it must be insulated and securely packed in wooden or metal box, and the wheelchair is loaded normally.

5

- Max 300 Wh per battery. (installed)
- Batteries terminals must be insulated.
- . Max 1 spare battery 300 Wh., or 2 160 Wh (in cabin)
- If removable battery must be packed, not exceed 300, or 2 X 160 Wh (in cabin not as checked baggage) -Wheelchair accepted normally



### Ethiopian Airlines (ET)

ITEMS	WITHIN BAGGAGE A		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TILMO	Piece Concept	Weight Concept	LABLE		IIEM	REQUIRED
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	Yes	Yes	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
Kiteboards	Yes	Yes	Yes	Yes	SPEQ	No
Pets in Cabin (PETC)	No	No	Yes	Yes	PETC	Total weight not exceeding 8 kgs including cage, and dimensions not more than 55x40x20 cm.
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	The container must be adequately ventilated on three sides. The container must be bif engough to let the animal stand up and lie down in comfort.



## Ethiopian Airlines (ET) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR	SSR	PACKAGING
TILMO	Piece Weight Concept Concept Concept	ITEM	REQUIRED			
Scuba Diving	Yes	Yes	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/Waterskis	Yes	Yes	Yes	Yes	SPEQ	Must be packed in a proper soft or hard ski/snowboard bag.
Small Surfboard/Wakeboard	N/A	N/A	N/A	N/A	N/A	N/A
Surfboard/Windsurfer	Yes	Yes	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	Battery must be diconnected, battery terminal are insulated to prevent accidental short circuits and bttery must be securly attached to the wheelchair.
Wheelchair non-powered	Yes	Yes	Yes	Yes	WCMP	No
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	Yes	WCBD	No

### EVA Airways (BR)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TILMO	Piece Concept	Weight Concept	:   Integrated	II LIVI	NEGOINED	
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	BULK	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	No	SPEQ	Yes
Golf equipment	Yes	Yes	Yes	No	SPEQ	Yes
Hang gliders	Yes	Yes	Yes	No	SPEQ	Yes
Kayaks	Yes	Yes	Yes	No	SPEQ	Recommended, but not mandatory. Advise Reservation office prior to travel.
Kiteboards	Yes	Yes	Yes	No	SPEQ	Yes
Pets in Cabin (PETC)	Not Accepted. Service animals only.	Not Accepted. Service animals only.	No	No	N/A	N/A



## EVA Airways (BR) - continued

ITEMS	WITHIN BAGGAGE A		INTERLIN- EABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept	LABLE			REGOINED
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Approved kennel. Related document required. Country acceptance required if needed. Advise Reservation office prior to travel.
Scuba Diving	Yes	Yes	Yes	No	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	N/A. Advise Reservation office prior to travel.
Skis/Snowboard/Waterskis	Yes	Yes	Yes	No	SPEQ	Yes
Small Surfboard/Wakeboard	Yes	Yes	Yes	No	SPEQ	Recommended, but not mandatory. Advise Reservation office prior to travel.
Surfboard/Windsurfer	Yes	Yes	No	No	SPEQ	Recommended, but not mandatory. Considered as normal checked baggage and extra baggage charges will be collected based on the dimensions. Advise Reservation office prior to travel.
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.
Wheelchair with Wet Cell Batteries	Yes	Yes	Yes	Yes	WCBW	Must be loaded, stowed, secured and unloaded in an upright position. BR can accept the interline baggage containing removed spillable batteries provided that all requirements are met with IATA regulations.

### LOT Polish Airlines (LO)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TILMO	Piece Concept	Weight Concept	LABLE	TIEW TIEW	NEGOINED	
Ammunition	Yes. (up to 5kg/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 1	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 2	No	Yes	Yes	WEAP	Special boxes with proper label "Firearm(s) unloaded".
Fishing equipment	Yes 1	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.
Kiteboards	Yes 1	No	Yes	Yes	SPEQ (description & 3 dimensions)	Packaging recommended.
Pets in Cabin (PETC)	No	No	Yes	Yes	PETC	Bag or cage (up to 8 kg). Dogs, cats and ferrets only.
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Cage
Scuba Diving	No	No	No	No	SPEQ (description & 3 dimensions)	Adequate packaging recommended.

#### LOT Polish Airlines (LO) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	EABLE	REGUIRED	ITEW	NEQUINED
Service Animals	Yes - free	Yes - free	Yes	Yes	PETC	
Skis/Snowboard/Waterskis	Yes 1	No	Yes	Yes	SPEQ (description & 3 dimensions)	Packaging recommended.
Small Surfboard/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		SSR REQUIRED	SSR	PACKAGING REQUIRED
TIEMO	Piece Concept	Weight Concept	EABLE	NEGOINED	HEM	NEQUINED
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
Fencing	Yes	N/A	Yes	Yes	SPEQ	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	SPEQ	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/Waterskis	Yes	N/A	Yes	Yes	SPEQ	Yes



### Lufthansa (LH) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE RE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	EADLE	REGUIRED	IIEW	NEWOINED
Small Surfboard/Wakeboard	Yes	N/A	Yes	Yes	SPEQ	No, but recommended
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 Lithium Battery	Yes	N/A	Yes	Yes	WCLB	No
Wheelchair with Wet Cell Batteries	Yes	N/A	Yes	Yes	WCBW	No

## Scandinavian Airlines (SK)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TILMO	Piece Concept	Weight Concept	LABLE REQUIRE	REQUIRED	ITEM	REQUIRED
Ammunition	Yes	N/A	Yes	Yes	SR WEAP	1
Archery Equipment	Yes	N/A	Yes	No	SR*SPEQ- ARCHERY	Yes, Required.
Bike	Yes	N/A	Yes	No if packed in bike bag. Yes if unpacked. ON AT/ and CR9 Request must always be made, only bicycles packed in bags are accepted.	SR BIKE	2
Bike - Tandem	Forbidden	N/A		Must be sent as cargo	Must be sent as cargo	Yes, must be sent as cargo.
Bulk baggage	Yes	N/A	Yes	Yes	SR*KGS150 DIMS 100X40X40CM	Yes, Required
Cabin baggage in seat	No	N/A	Yes	Yes	SR*SPEQ-CELLO	Musical instrument. Cello only. The cello shall not exceed 150X35X50cm.
Firearms	Yes	N/A	Yes	Yes	SR*WEAP	Sporting weapon: The sporting weapon must be suitable packed without the vital part if removable. The vital part must be carried in the checked baggage and may be packed together with the ammunition.
Fishing equipment	Yes	N/A	Yes	No		Suitable packaging required.
Golf equipment	Yes	N/A	Yes	No	SR*SPEQ-GOLF	Yes, Packaging required.
Hang gliders	Yes	N/A	Yes	Yes	SR*SPEQ- HANG GLIDER	Hang glider: Required - must be packed in a container

### Scandinavian Airlines (SK) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR	SSR	PACKAGING REQUIRED
TILMO	Piece Concept	Weight Concept	LABLE	REGUINED	IIEM	NEGOINED
Kayaks	No, (only accepted as cargo)	N/A		Only accepted as cargo.	Only accepted as cargo.	Only accepted as cargo.
Kiteboards	Yes	N/A	Yes	No		Kiteboard: Not required if just the kiteboard Kiteboard with belonging equipment: Yes, Required if with sail or other belonging equipment
Pet in Cabin (PETC)	Yes	N/A	Yes	Yes	SSR PETC	3
Pets as Checked Baggage (AVIH)	Yes	N/A	Yes	Yes	SR AVIH	Yes, The container made of a well ventilated, strong, leakage and bite proof material. Be large enough to allow the animal(s) to stand, turn around and lie down in a natural position, have its bottom covered with a layer of moisture absorbing material.
Scuba Diving	Yes	N/A	Yes	No	SR*SPEQ- DIVING	Not required but tank must be empty. Filled tanks shall be treated as Dangerous Goods and must be transported as cargo.
Service Animals	No	N/A	Yes	Yes	SR SVAN - SERVICE ANIMAL	A restraint harness/ leash must be brought by the passenger in order to secure and restrain the animal during the entire flight.
Skis/Snowboard/Waterskis	Yes	N/A	Yes	No		4
Small Surfboard/Wakeboard	Yes	N/A	Yes	No	No	Not required, but recommended.
Surfboard/Windsurfer	Yes	N/A	Yes	Yes	SR*SPEQ- WINDSURFER	If only board not required, but recommended Windsurfing, with mast and sail – required.
Wet Cell Batteries	Yes	N/A	Yes	Yes	SR*WCBW -120X80X70 cm/40kgs	Yes, packaging required.

### SAS

#### Scandinavian Airlines (SK) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE			PACKAGING
TTEMO	Piece Concept	Weight Concept	Veight	REQUIRED	ITEM	REQUIRED
Wheelchair non-powered	Yes	N/A	Yes	Yes	SR*WCMP 100X80X- 70/40kgs	One input per segment must be made, with dimensions and weight
Wheelchair with Dry Cell Batteries	Yes	N/A	Yes	Yes	Sales agent must check Maximum dimensions BEFORE entering SSR request SR*WCBD 120X80X70 cm/80kgs	One input per segment must be made, with dimensions and weight.

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

- 1 Must be packed in checked baggage. Ammunition must be for personal use only and must not be carried in quantities exceeding 5 kg / 11 lb per box and passenger. Each passenger must carry their own box of maximum 5 kg. Allowances for more than one passenger must not be combined into one or more packages.
- 2 If not packed in bike bag: bicycles may only be accepted as baggage provided that the handlebar is turned lengthwise and the pedals removed. The tire pressure must be reduced. It is also recommended to cover the chain. Bicycle can be packed in a compact bag for dismanthled bicyle or in a folding bicyle bag or in a hardshell bicyle case.
- 3 Yes, the container/crate must be made of a well ventilated strong (soft or hard) leakage and bite proof and clean material, be large enough to allow the animal to stand, turn around and lie down in a natural position, and not exceed L40 x W25 x H23 cm (16 x 10 x 9 in), and not weigh more than 8 kg including the pet.
- 4 One ski or snowboard cover, that may contain more than one pair of skis. One separate bag for ski boots and helmet. Total maximum combined weight of ski equipment (one ski cover + one ski boot bag): 32 kg in SAS Business and 23 kg in SAS Plus and SAS Go, regardless of dimensions. Maximum accepted weight per piece of baggage is 32 kg. If exceeding 32 kg, it must be repacked into two bags or sent as cargo.



### Shenzhen Airlines (ZH)

ITEMS		WITHIN FREE BAGGAGE ALLOWANCE		SSR REQUIRED	SSR	PACKAGING
TILWIS	Piece Concept	Weight Concept	EABLE	REQUIRED	IIEW	REQUIRED
Ammunition	No	Yes	No	No		Securely packaged in quantities not exceeding 5 kg gross per pax.
Bike	No	Yes	No	No		To protect other baggage/item from damage, handlebar must be turned lengthwise and pedals taken off.
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.
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.
Service Animals						Must apply for service while booking. Each flight accepts only one service animal.
Skis/Snowboard/Waterskis	No	Yes	Yes	No		Check as normal baggage.
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		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	LABLE	REGUINED	IIEM	NEGOINED
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 40 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		
Kiteboards	Yes	Yes	Yes	No		
Pets in Cabin (PETC)	No	No	No	No		We do not accept pets in cabin except seeing eye dog.



### Singapore Airlines (SQ) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
	Piece Concept	Weight Concept	LABLE	REGUIRED	ITEM	NEWOINED
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. No dogs are allowed into the Maldives
Scuba diving	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. Exception: Seeing eye dog in cabin not allowed into BWN and MLE
Skis/Snowboard/Waterskis	Yes	Yes	Yes	No		
Small Surfboard/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	There is no charge for transportation.
Wheelchair non-powered	Yes	Yes	Yes	Yes	WCMP - must be included in SSR element	There is no charge for transportation.
Wheelchair with Wet Cell Batteries	Yes	Yes	No	Yes	WCBD - must be included in SSR element	There is no charge for transportation.

### South African Airways (SA)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
	Piece Concept	Weight Concept	LABLE	REGUINED	IIEM	REGOINED
Ammunition	Yes	Yes	No	No		5kg as per IATA regulations.
Archery Equipment	Yes	Yes	No	Yes	SPEQ	
Athletic track & field	Yes	Yes	No	Yes	SPEQ	
Baseball / Softball / Basketball / Bowls / Soccer / Rugby / Netball	Yes	Yes	No	Yes	SPEQ	
Bike	Yes	Yes	Yes	Yes	BIKE	Must be packed in box/bag.
Bike - Tandem	No	No	No	Yes	N/A	Not accepted as checked baggage, only cargo.
Bowling Equipment	Yes	Yes	Yes	Yes	SPEQ	
Bulk baggage	No	No	No	Yes	SPEQ	
Cabin baggage in seat	No	No	No	Yes	SPEQ	
Cricket	Yes	Yes	No	Yes	SPEQ	
Firearms	Yes	Yes	No	No		
Fishing equipment	Yes	Yes	No	Yes	SPEQ	
Golf equipment	Yes	Yes	Yes	Yes	SPEQ	
Hang gliders	No	No	No	No		Not accepted as checked baggage, only cargo.
Kayaks	No	No	No	No		Not accepted as checked baggage, only cargo
Kiteboards	Yes	Yes	Yes	Yes	SPEQ	Included in free baggage allowance. Thereafter the applicable excess baggage rate is charged.
Motorcycle gear	Yes	Yes	Yes	Yes	SPEQ	Protective riding gear & helmet, motorcycle to be sent as cargo.
Parachute	Yes	Yes	Yes	Yes	SPEQ	
Pets in Cabin	No	No	No	No		Not allowed on SAA aircraft.
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Must travel as manifested cargo on international flights.



### South African Airways (SA) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	EADLE	REQUIRED	ITEM	negoined
Polo Cross	Yes	Yes	Yes	Yes	SPEQ	Riding helmet, stick and balls.
Rock climbing	Yes	Yes	Yes	Yes	SPEQ	Helmets, rope bags, climbing harness & crash pads / bouldering mats if not exceeding 200 cm in length.
Sailing equipment	Yes	Yes	Yes	Yes	SPEQ	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	Yes	SPEQ	Tank must be empty.
Service Animals	No	No	Yes	Yes	MEDA/ CKIN / BLND / DEAF/ Emotional Support	One dog for blind or deaf passengers in the cabin at no cost. Service Animals allowed as per DOT Part 382 regulations.
Skis/Snowboard/Waterskis	Yes	Yes	Yes	Yes	SPEQ	One pair of skis, poles, boots and one snowboard included in allowance.
Small Surfboard/Wakeboard	Yes	Yes	Yes	Yes	SPEQ	Packed well and marked.
Surfboard/Windsurfer	No	No	No	Yes	SPEQ	Packed well and marked.
Tennis/Squash/Badminton	Yes	Yes	Yes	Yes	SPEQ	
Wet Cell Batteries	No	No	Yes	Yes	WCBW	
Wheelchair non-powered	Yes	Yes	Yes	Yes	WCMP	
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	Yes	WCBD	

### SWISS (LX)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TIEMO	Piece Concept	Weight Concept	LABLE	REGUINED	ITEM	REGOINED
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. Limite 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		Must be pre-advised
Kiteboards	Yes	N/A	Yes	No		
Pets in Cabin (PETC)	No	N/A	Yes	Yes	PETC	Container must be soft-sided with max. weight of 8 kg (animal including container). Only dogs and cats allowed.
Pets as Checked Baggage (AVIH)	No	N/A	Yes	Yes	AVIH	Only dogs, cats, hares and rabbits permitted
Scuba diving	Yes	N/A	Yes	No		Torch in carry-on baggage only
Service Animals	Yes - free	N/A	Yes	Yes	SVAN	Only dogs allowed

### SWISS (LX) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TILMO	Piece Concept	Weight Concept	LABLE	REQUIRED	ITEM	NEQUINED
Skis/Snowboard/Waterskis	Yes. Every pax may check in 1 eq. free, except when holding a Light fare with no free baggage allowance.	N/A	Yes	No		
Small Surfboard/Wakeboard	Yes	N/A	Yes	No		
Surfboard/Windsurfer	Yes	N/A	Yes	No		
Vaulting Poles	Yes	N/A	Yes	No		Must be pre-advised.
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 plus WCLB	Battery must be securely attached to the wheelchair. IATA DGR rules apply.
Wheelchair with Lithium Batteries	Yes - free	N/A	Yes	Yes	WCHR / WCHS / WCHC plus WCLB	Battery must be securely attached to the wheelchair. IATA DGR rules apply.
Wheelchair with 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.

### TAP Air Portugal (TP)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TILMO	Piece Concept	Weight Concept	EADLE	REGUIRED	ITEM	REGOINED
Ammunition	No	No	Yes	Yes	WEAP	Special packing required. Max. 5 kgs per passenger. Service fee applicable. Accepted as extra checked baggage.
Archery Equipment	Yes	No	Yes	Yes	SPEQ	Special packing required. Service free of charge if within baggage allowance and not exceeding weight or measures.
Bike	Yes	No	Yes	Yes	BIKE	Special packing required. Service free of charge if within baggage allowance and not exceeding weight or measures.
Bike - Tandem	No	No	Yes	Yes	BIKE	Special packing required. Service fee applicable. Accepted as extra checked baggage.maximum weight up to 32 Kg
Bulk baggage	No	Yes	Yes	Yes	BULK	Special packing required. Service fee applicable. Accepted as extra checked baggage.maximum weight up to 32 Kg
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 dogs, in a pet container. Accepted free of charge.
Firearms	No	No	Yes	Yes	WEAP	Special packing required. Firearms unloaded and ammunitions packed separated. Service fee applicable.
Fishing equipment	Yes	No	Yes	Yes	SPEQ	Special packing required. Service free of charge if within baggage allowance and not exceeding weight or measures.
Golf equipment	Yes	No	Yes	Yes	SPEQ	Special packing required. Service free of charge if within baggage allowance and not exceeding weight or measures.
Hang gliders	Yes	No	Yes	Yes	SPEQ	Special packing required. Service free of charge if within baggage allowance and not exceeding weight or measures.
Kayaks	No	No	Yes	Yes	SPEQ	Special packing required. Service fee applicable.maximum weight up to 32 Kg
Kiteboards	No	No	Yes	Yes	SPEQ	Special packing required. Maximum weight up to 32 kgs. Service fee applicable.
Pets in Cabin	Not applicable	Not applicable	Yes	Yes	PETC	Pet container required. Restricted to dogs. Max. weight 8 kgs and limited dimensions apply. Service fee applicable.

#### TAP Air Portugal (TP) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE			SSR SSR	PACKAGING	
TILMO	Piece Concept	Weight Concept	EADLE	REQUIRED	ITEM	REQUIRED
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.
Scuba Diving	Yes	No	Yes	Yes	SPEQ	Special packing required. Service free of charge if within baggage allowance and not exceeding weight or measures.
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/Waterskis	No	No	Yes	Yes	SPEQ	Special packing required. Service fee applicable. Accepted as extra checked baggage.maximum weight up to 32 Kg
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		SSR REQUIRED	SSR	PACKAGING REQUIRED
TEMO	Piece Concept	Weight Concept	EABLE	REQUIRED	HEM	REQUIRED
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	WEAP	
Backpacks	Yes	Yes	Yes	Yes	SPEQ	
Bike	Yes	Yes	Yes	Yes	BIKE	To protect other baggage/items from damage, bicycle only be accepted as baggage provided handlebar is turned lengthwise and pedals are taken off. There is no TG rules to accept tandem but only normal BIKE.
Boogie Boards/Body Boards	Yes	Yes	Yes	Yes	SPEQ	
Bowling Equipment	Yes	Yes	Yes	Yes	SPEQ	
Bulk baggage	Yes	Yes	Yes	Yes	BULK	Maximum 32 kg in weight
Cabin baggage in seat	No	No	No	Yes	CBBG	Max 50 kg per item per seat. Max 70 cm in height and must be fitted in seat and strapped with seat belt
Cricket	Yes	Yes	Yes	Yes	SPEQ	
Firearms	Yes	Yes	No	Yes	WEAP	Yes
Fishing equipment	Yes	Yes	Yes	Yes	SPEQ	
Golf equipment	Yes	Yes	Yes	Yes	SPEQ	Yes
Hang gliders	Yes	Yes	Yes	Yes	SPEQ	
Kayaks/Canoe	Yes	Yes	No	Yes	SPEQ	
Kiteboards	Yes	Yes	Yes	Yes	SPEQ	
Pets in Cabin	No	No	No	No	PETC	TG does not accept PETC since Aug. 2013, except for animals to accompany disability according to rules & regulations (Service animal/escort dog)



## Thai Airways (TG) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE INTERLIN- EABLE REQUIRED ITEM			PACKAGING REQUIRED		
TILMS	Piece Concept	Weight Concept	EADLE	REQUIRED	ITEM	REQUIRED
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Yes, only dog or cat allowed.
Rackets (Tennis, Badminton)	Yes	Yes	Yes	Yes	SPEQ	
Scuba Diving	Yes	Yes	Yes	Yes	SPEQ	
Service Animals	No	No	Yes	Yes	SVAN	Service Animal (SVAN): TG is not applying this SSR code but the request is under condition of code PETC.
Skis/Snowboard/Waterskis	Yes	Yes	Yes	Yes	SPEQ	
Small Surfboard/Wakeboard	No	No	No	Yes	SPEQ	
Surfboard/Windsurfer	No	No	No	Yes	SPEQ	
Wet Cell Batteries	Yes	Yes	Yes	Yes	WCBW 1	Accept under conditions stipulated in TG manual (dangerous goods chapter)
Wheelchair non-powered	Yes	Yes	Yes	Yes	WCMP	Weight / dimension required
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 acceptance.

## Urkish Airlines (TK)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	LADLL	REQUIRED	ITEM	negoined
Ammunition	Yes	Yes	Yes	Yes	Must be requested.	Cartridges packed in strong container made of wood,metal of fibreboard, protected and secured against shock and movement inside container.Quantity not to exceed 5kg per pax.(All for sporting purposes)
Archery Equipment	No	No	Yes	No	1,7	No
Bike	No	No	Yes	Yes	Must be requested. 5	No
Bike - Tandem	No	No	Yes	Yes	Must be requested. 5	No
Bulk baggage	Yes	Yes	Yes	Yes	1,7	No
Cabin baggage in seat	No	No	Yes	Yes	Must be requested. 2	No. Must be restrained in seat.
Canoe	No (First piece free of charge)	No (First piece free of charge)	Yes	Yes	Must be requested. 1,7	Yes
Firearms	Yes	Yes	Yes	Yes	Must be requested. Only hunting weapons.	Yes
Fishing equipment	Yes	Yes	Yes	No	1,7	Yes
Golf equipment	No (First piece free of charge	No (First piece free of charge	Yes	No	1, 7	Yes
Hang gliders	No	No	Yes	Yes	1,7	Yes
Kayaks	No	No	Yes	No	1,7	No
Kiteboards	No	No	Yes	No	1,7	Yes
Pets in Cabin (PETC)	No	No	Yes	Yes	Must be requested. 4	Yes

## **9**

## Turkish Airlines (TK) - continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
	Piece Concept	Weight Concept	LABLE	REGUIRED	HEM	NEQUINED
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	Must be requested. 3	Yes
Scuba diving	No	No	No	No	1,7	Yes. Tank must be empty.
Service Animals	Free of Charge	Free of Charge	Yes	Yes	Must be requested. 6	No
Skis/Snowboard/Waterskis	No (First piece free of charge)	No (First piece free of charge)	No	No	1, 7	Yes
Small Surfboard/Wakeboard	No	No	Yes	Yes	1, 7	Yes
Surfboard/Windsurfer	No	No	Yes	Yes	1,7	Yes
Wet Cell Batteries	No	No	No	Yes	Must be requested.	Yes
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.



ITEMS		N FREE	INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
	Piece Concept	Weight Concept	LABLE	REGUIRED	ITEM	REQUIRED
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.



ITEMS	WITHIN BAGGAGE A		INTERLIN- EABLE	SSR REQUIRED	SSR	PACKAGING REQUIRED
TTEMO	Piece Concept	Weight Concept	LABLE	REQUIRED	IIEM	NEGOINED
Skis/Snowboard/Waterskis	Yes	Yes	Yes	No	N/A	Yes
Small Surfboard/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

## **WEIGHT & SIZE**

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

## **PIECES**

## 2/2 POLICY:

2 pieces for First Class and 2 pieces for Business Class

The 2/2 policy applies to Star Alliance Gold customers, and to any multi-carrier itinerary with two or more member carriers. Two pieces can be defined as one carry-on and one personal item. The 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. Deviations from the above rule due to aircraft size limitation need to be clearly communicated to the passenger.

## 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.

### **COMMUNICATION TO THE CUSTOMER**

For all disrupted services, communication to customers must be provided immediately when known, and not later than scheduled departure time with updates every 30 minutes or as appropriate. At a minimum, provide all information in English. Ensure all airline systems and airport signage are updated. Add customer contact information in all touch points; use the SSR CTC M/E/R. In case of scheduled changes 48 hours prior to departure the Marketing Carrier shall inform the customers.

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

Provide the minimum amenities as defined below and as required by law for all customers.

### **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 status customers and customers requiring special assistance) travelling on an "intercontinental" journey including "intercontinental connection" to/from domestic services. An "intercontinental connection" is defined as one which does not exceed 24 hours. Intercontinental services are defined as those operating between Europe, Asia, North America (including Central America), South america, Australia & New Zealand and Africa.

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

### MINIMUM AMENITIES

- Access to phone and/or Wi-Fi and/or other means of communication and/or provide information about communication access;
- Meals and/or refreshments when delay exceeds two hours;
- Hotel accommodation for more than 8h delays if it occurs in overnight period;
- Ground transportation between airport/hotel/airport must be provided upon customer request;
- For those customers who decline airport accommodations, carrier should provide ground transportation
  options to allow customers to travel to/from their residence if within 80 km from the airport, or provide
  ground transportation compensation fee.

### 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. Alternative 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.

Flight rebooking and electronic ticket revalidation/reissue shall occur by the delivering carrier who caused the irregularity unless it is bilaterally agreed to pass the responsibility to the receiving carrier. Re-direct baggage to follow the customer itinerary. If the receiving carrier confirms the booking, customers shall be treated as other confirmed customers of the receiving carrier.

### ONWARD CARRIAGE

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

### 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.

### CARRIER ORDER

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

- Original receiving carrier Own airline/Carrier Group
- Star Alliance member airline
- Non-Star Alliance member airline (OAL)

## PASSPORT OR VISA

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

### SAME BOOKING CLASS

Rebook in the same booking class whenever possible.

### **HIGHER CABIN CLASS**

If booking in a higher cabin class is required, preference must be given in the following order:

- Carrier's own Gold Star Alliance Gold
- Carrier's own Silver
- Star Alliance Silver

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.

### **STANDBY**

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

## 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:** Comply with "You get it - you fix it" principle, reaching the operating carrier if needed in order to solve a customer's problem at first point of contact.

## 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:** Each member carrier shares a contact list that can be used by other member carriers' service desks to contact the member carrier for reservation and ticketing issues in voluntary and involuntary situations.

## 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.



## LOUNGE ACCESS

### INTERNATIONAL FIRST CLASS CUSTOMERS

International First Class Customers are entitled to access member carriers' owned lounges. Some member carriers offer exclusive lounges for customers travelling in International First Class. Eligible International First Class customers also have access to all other member carriers' owned lounges too. The customer needs to show a boarding pass in International First Class on a Star Alliance flight departing from the local airport and is entitled to a maximum of one guest. Exceptions are: LH HON/First Class Lounges in FRA/MUC; LX HON/First Class Lounges in ZRH/GVA; OS HON/First Class Lounges in VIE; TG Spa Lounge in BKK (subject to change).

### INTERNATIONAL BUSINESS CLASS CUSTOMERS

International Business Class Customers are entitled to access member carriers' owned Business Class Lounges. The customer will need to show a boarding pass in International Business Class on a Star Alliance flight departing from the local airport. The customer is not entitled to bring any guests.

### DOMESTIC FIRST CLASS

Some member carriers offer lounge access if customers are travelling in Domestic First Class although restrictions apply for Domestic First Class passengers travelling in the United States where there is no lounge entitlement for Domestic First Class customers, unless the domestic flight is part of a connecting international itinerary. Customers will need to show a boarding pass in Domestic First Class for a Star Alliance flight departing from the local airport. Customers are entitled to a maximum of one guest.

### **DOMESTIC BUSINESS CLASS**

Some member carriers offer lounge access if customers are travelling in Domestic Business Class. Customers will need to show a boarding pass in Domestic Business Class on a Star Alliance flight departing from the local airport. Customers are not entitled to bring any guests.departing from the local airport. Customers are not entitled to bring any guests.

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

Star Alliance Gold customers have access to any member carriers' owned lounge that displays the Star Alliance Gold logo. Customers will need to present a boarding pass for a Star Alliance flight departing from the local airport. If the boarding pass does not carry the Star Alliance Gold indicator XX\*G, the customer will need to also show a valid Star Alliance Gold card. Customers are entitled to a maximum of one guest. Restrictions apply for United MileagePlus Star Alliance Gold customers wishing to access United Clubs within the U.S., who may only access the United Clubs within the U.S. when travelling in conjunction with an international Star Alliance flight. In cases of discrepancy between the loyalty status level displayed on any form of identification presented for lounge access by the customer and what is displayed in the Star Alliance Premium Customer Database, the highest displayed level will be honoured for lounge access and billing purposes. If no XX\*G indicator is displayed on the boarding pass and a manual PCD validation of the Frequent Flyer Number is performed by the lounge staff, the status displayed in the PCD will be honoured for access and billing purposes. In the event no manual PCD validation can be performed, the status displayed on the FFP card will be honoured.

## PAID LOUNGE MEMBERSHIP CUSTOMERS

As an eligible holder of a Paid Lounge Membership, customers have access to any Star Alliance member carriers' owned Business Class Lounge. Eligible paid memberships include United Club and Air Canada Maple Leaf Club – Worldwide. Customers will need to show a boarding pass for a Star Alliance flight departing from the local airport together with a valid eligible Paid Lounge Membership card, displaying the Star Alliance Lounge Logo. Customers are entitled to a maximum of one guest except in Singapore where the Singapore Airlines Krisflyer Gold Lounge is available.

## STAR ALLIANCE GOLD (SAG) CUSTOMERS TRAVELLING ON CONNECTING PARTNERS

Star Alliance Gold (SAG) customers have access to Star Alliance Member carriers' owned Star Alliance Gold Lounges, Connecting Partner Lounges and third-party Contract Lounges contracted by the Connecting Partner when travelling on a Connected Itinerary in any class of travel (including at least one sector on the Connecting Partner and one on the Star Alliance member carrier). Customers need to present a boarding pass showing the Star Alliance Gold Indicator XX\*G for a flight departing from the local airport with a Connecting Partner flight. A valid frequent flyer program SAG-level card on its own is not valid. Customers are entitled to a maximum of one guest, who must be travelling on the same Connecting Partner flight as the eligible guest.

### **DEFINITION: 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.

### **DEFINITION: TYPE OF ELIGIBLE CUSTOMERS**

**International First Class customers**: Revenue customers travelling with a boarding pass for a Star Alliance flight in International First Class departing from the local airport.

**International Business Class customers**: Revenue customers travelling with a boarding pass for a Star Alliance flight in International Business Class departing from the local airport.

**Domestic First Class customers**: Revenue customers travelling with a boarding pass for a Star Alliance flight in Domestic First Class departing from the local airport. Exception: There is no lounge access entitlement for Domestic First Class passengers departing from airports in the United States.

**Domestic Business Class customers**: Revenue 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**: Revenue customers and Non-Revenue customers identified as SAG-level customers in the Star Alliance Premium Customer Database and holding proof of their SAG-level status on either their boarding pass or presenting a valid Star Alliance Gold card.

**Star Alliance Gold (SAG) customers travelling on a Connecting Partner flight**: Revenue customers and Non-Revenue customers identified as SAG-level customers in the Star Alliance Premium Customer Database and holding proof of their SAG-level status on their Connecting Partner flight boarding pass.

**Eligible Paid Lounge Membership Customers**: Revenue customers and Non-Revenue customers holding their valid eligible Paid Lounge Membership card issued by United Club or Air Canada Maple Leaf Club-Worldwide together with a boarding pass for a Star Alliance member airline operated flight in any class departing from the local airport.

### **DEFINITION: OTHER**

Revenue customers: All customers, except Non-Revenue customers

**Non-Revenue customers**: Airline employees flying on free or service charge tickets, or Industry Discount (e.g., ID50, ID75, ID90) tickets. Airline employees travelling on such tickets who have Star Alliance Gold status or an eligible Paid Lounge Membership are entitled to access member airline-owned lounges, Star Alliance Branded Lounges and contract lounges. Note: Airlines may apply a different policy for their own employees with respect to their own lounges.

Eligible Guests: First Class, Star Alliance Gold and Eligible Paid Lounge Membership customers are each entitled to a maximum of one guest. This entitlement is per flight and lounge visit. A customer cannot enter a lounge on multiple occasions, each time accompanied by a different guest. A customer is only permitted one guest based on either the class of travel or the FFP status. For example, an International First Class customer who also has Star Alliance Gold status and/or a Paid Lounge Membership is still entitled to bring one, rather than two. The guest must enter the designated lounge with the Eligible Customer and present a boarding pass for any Star Alliance flight departing from the local airport. For contract lounges, the guest must be flying on the same Star Alliance flight as the Eligible Customer. Any person over the age of two is considered a guest. Infants under the age of two travelling with an Eligible Customer may accompany them to the lounge in addition to a maximum of one guest.

**Boarding pass for a Star Alliance flight**: A boarding pass for a Star Alliance flight is a document issued upon check-in that allows the customer to board a flight operated by a Star Alliance member carrier. A boarding pass is considered valid for lounge access purposes if the flight departs on the day of lounge access or no later than 05:00 (five hours after midnight) on the following day.

**Boarding pass proof if Star Alliance Gold status**: An indicator on the boarding pass in the format XX\*G (where XX is a Star Alliance member carrier two-letter code).

### **CONTRACT LOUNGES**

International and Domestic First Class customers are entitled to access third-party Contract Lounges contracted by the Star Alliance member carrier on which the customer is travelling when holding a First Class boarding pass for a Star Alliance flight departing from the local airport, operated by a member carrier that has a contract with the third-party lounge. The customer must be a revenue customer and is entitled to one Eligible Guest who must be departing on the same Star Alliance flight as the eligible First Class customer.

Star Alliance Gold revenue customers and Non-Revenue Star Alliance Gold customers have access to third-party Contract Lounges contracted by the member airline on which they are travelling. Simply present an eligible boarding pass for a flight departing from the local airport with a Star Alliance member carrier flight that has a contract with that lounge. If the boarding pass does not carry the Star Alliance Gold indicator, the customer will need also to show a valid Star Alliance Gold card. Customers are entitled to a maximum of one guest, who must be travelling on the same Star Alliance flight as the customer. Paid Lounge Membership customers are not entitled to use contract lounges. With respect to Non-Revenue customers, member carriers may set their own policies for their own employees with respect to their elibility to enter lounges contracted by the carrier.

### STAR ALLIANCE BRANDED LOUNGES

Access policy for Star Alliance branded lounges is the same as for the member carriers' owned lounges.

## **OTHERS**

Lounge access not explicitly addressed in the previous sections is outside the scope of the B1.9 Lounge Access Policy and should be agreed upon bilaterally. Different rates and/or billing procedures may be applied.

### 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.

## STAR ALLIANCE GOLD SIGNS

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

## LOUNGE ACCESS CHART

		BOARDING PASS ACCESS					CARD ACC	ESS
		Int'l First Class	Int'l Business Class	Domestic First Class	Domestic Business Class	Star Alliance Gold	AC Maple Leaf Club - Worldwide	United Club
æ	Aegean Club Lounge	V	V	-	V	~	V	<b>V</b>
<b>(*)</b>	Maple Leaf Lounge	V	V	-	~	V	~	<b>v</b>
K	Air China Lounge (First Class) Air China Lounge (Business Class)	~	-	V V	- V	-	- <b>v</b>	-
4	Air India First Class Lounge Air India Business Class Lounge	V V	ī	- -	·	-	·	-
<del>©</del>	International Lounge Koru Lounge	V	V V	-	-	V V	<b>V</b>	<i>V</i>
ANA#	ANA Suite Lounge ANA Lounge CLUB ANA Lounge	V V	- V	- V -	- - -	- V	- V	- V
1	Asiana Lounge (First Class) Asiana Lounge (Business Class) Asiana Lounge (Domestic)	V -	- V -	- - -	- - -	- V	- V	- V
7	HON Circle Lounge Austrian Senator Lounge Austrian Business Lounge	V1 V	- - - V	-	- - V	- V	- - -	- - -
Avianca	VIP Lounge Diamond Lounge	V	V V	-	~	<i>-</i>	-	ī

## 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
$\overline{A}$	Business Lounge	V	~	-	-	~	·	V
	Sunrise Lounge	<b>V</b>	<b>V</b>	-	-	~	<i>V</i>	<b>V</b>
	Copa Club	<b>~</b>	V	-	-	~	<b>V</b>	~
W	EGYPTAIR First Class Lounge	V	-	-	-	-	-	-
-1	EGYPTAIR Business Class Lounge	<b>V</b>	<b>V</b>	-	V	~	<i>'</i>	~
	Cloud Nine Lounge	V	V	-	~	-	~	V
	Star Alliance Gold Lounge	~	-	-	-	~	-	-
	EVA Air Lounge	V	V	-	-	~	~	V
	EVA Air Lounge (The Star)	~	<b>V</b>	-	-	~	<b>✓</b>	✓
மா	LOT Business Lounge - Polonez	V	~	-	~	~	V	V
9	First Class Lounge	<b>√</b> 1	-	-	-	-	-	-
Lufthanea	Senator Lounge	<b>V</b>	-	-	-	~	-	-
	Business Lounge	<b>V</b>	<b>V</b>	-	<b>V</b>	~	· ·	~
SAS	Scandinavian Lounge	V	-	-	-	V	-	-
	Business Lounge	~	V	-	-	~	<b>✓</b>	~
Ŕ	King Lounge	V	<b>V</b>	-	<b>V</b>	~	V	<b>V</b>

		В	DARDING P		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
<b>%</b>	SilverKris Lounge (First Class) SilverKris Lounge (Business Class) SIA Krisflyer Gold Lounge	V V	- V V	- - -	- - -	- V3 V	- V3 V	- V3 V
-	Baobab Premium Class Lounge	V	V	-	~	~	<b>V</b>	~
43	Star Alliance Lounge (First Class) Star Alliance Lounge (Business Class)	V V	- ~	-	-	-	-	- /
A	SWISS First Class Lounge Senator Lounge SWISS Business Class Lounge	V1 V	- - V	-	- - V	- V	- - •	
<b>TP</b>	TAP Premium Lounge	~	<b>V</b>	-	~	~	~	~
<b>S</b>	Royal First Lounge Royal Silk Lounge Royal Orchid Lounge	V V	- V V	- - -	- V V	- v	- V	- V
<b>2</b>	Business Class Lounge	V	V	-	~	~	·	~
	Polaris Lounge United Club	V V	V V	-	- -	- V2	ī	·

NOTE: 1 Except HON/ First Class Lounges in FRA/MUC for LH, ZRH/GVA for LX, VIE for OS; BKK TG Spa Lounge; SQ The Private Room in SIN

2 UA SAG customers may only access the UA Clubs within the United States when travelling in conjunction with a Star Alliance International Flight

3 Except SIN

## DESTINATIONS WITH LOUNGES

Airmort Codo

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.

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

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

Please refer to Lounge Access policies.

Oit.

First Class

## **DESTINATIONS WITH LOUNGES: A**

<b>City</b> Country	Airport Code Airport Name	FAN ALLANGE GOLD	First Glass Lounge
<b>Adana</b> Turkey	<b>ADA</b> Adana Sakirpasa Airport	тк	
Addis Ababa Ethiopia	<b>ADD</b> Bole International Airport	ET	
<b>Ankara</b> Turkey	<b>ESB</b> Esenboga International Airport	TK	
<b>Antalya</b> Turkey	<b>AYT</b> Antalya Airport	TK	
Apalachicola United States	AAF Apalachicola, FL [Apalachicola Municipal Airport], USA	AV	
Armenia Colombia	<b>AXM</b> Armenia, Colombia	AV	
Athens Greece	ATH Eleftherios Venizelos International Airport	LH	
Atlanta United States	ATL Hartsfield-Jackson Atlanta International Airport	UA	
<b>Auckland</b> New Zealand	<b>AKL</b> Auckland International Airport	NZ	

## **DESTINATIONS WITH LOUNGES: A-B**

<b>City</b> Country	<b>Airport Code</b> Airport Name	GOLD			
Austin United States	AUS Austin-Bergstrom International Airport	UA			
<b>Bangkok</b> Thailand	<b>BKK</b> Suvarnabhumi International Airport	BR, SQ, TG TG			
<b>Barranquilla</b> Colombia	<b>BAQ</b> Barranquilla (Ernesto Cortissoz), Colombia	AV			
<b>Beijing</b> China	<b>PEK</b> Beijing Capital International Airport	CA			
<b>Berlin</b> Germany	<b>TXL</b> Berlin Tegel/Otto Lilienthal Airport	LH			
<b>Bodrum</b> Turkey	<b>BJV</b> Milas-Bodrum Airport	тк			
<b>Bogota</b> Colombia	<b>BOG</b> Bogota (Eldorado), Colombia	AV			
<b>Boston</b> United States	<b>BOS</b> Logan International Airport	LH, UA			
<b>Bremen</b> Germany	<b>BRE</b> Bremen Airport	LH			

## DESTINATIONS WITH LOUNGES: B-C

<b>City</b> Country	Airport Code Airport Name	GOLD	First Class Lounge
<b>Brisbane</b> Australia	<b>BNE</b> Brisbane International Airport	NZ	
<b>Brussels</b> Belgium	<b>BRU</b> Brussels National Airport	SN	
<b>Bucaramanga</b> Colombia	<b>BGA</b> Bucaramanga (Palonegro), Colombia	AV	
Buenos Aires Argentina	<b>EZE</b> Ministro Pistarini International Airport	Y. T	
<b>Cairo</b> Egypt	CAI Cairo International Airport	MS	
<b>Cali</b> Colombia	CLO Cali (Alfonso Bonilla Aragon), Colombia	AV	
Cape Town South Africa	CPT Cape Town International Airport	SA	
Cartagena de Indias Colombia	CTG Cartagena de Indias (Rafael Nunez), Colombia	AV	

## DESTINATIONS WITH LOUNGES: C

<b>City</b> Country	<b>Airport Code</b> Airport Name	First Classa Lounge
<b>Cheju</b> South Korea	<b>CJU</b> Cheju International Airport	OZ
<b>Chengdu</b> China	CTU Chengdu Shuangliu international Airport	CA
Chiang Mai Thailand	<b>CNX</b> Chiang Mai International Airport	TG
Chicago United States	<b>ORD</b> Chicago O'Hare International Airport	LX, SK, UA
<b>Chongqing</b> China	<b>CKG</b> Chongqing, China	CA
Christchurch New Zealand	CHC Christchurch International Airport	NZ
Cleveland United States	<b>CLE</b> Cleveland-Hopkins International Airport	UA
<b>Cologne</b> Germany	<b>CGN</b> Cologne-Bonn Airport	LH

## DESTINATIONS WITH LOUNGES: C-D

<b>City</b> Country	Airport Code Airport Name	First Classa Lounge Lounge
<b>Copenhagen</b> Denmark	<b>CPH</b> Copenhagen Kastrup Airport	SK
<b>Cucuta</b> Colombia	<b>CUC</b> Cucuta (Camilo Daza), Colombia	AV
<b>Dalaman</b> Turkey	<b>DLM</b> Dalaman International Airport	тк
<b>Dalian</b> China	<b>DLC</b> Dalian, China	CA
<b>Dallas</b> United States	<b>DFW</b> Dallas Fort Worth International Airport	UA
<b>Delhi</b> India	<b>DEL</b> Indira Gandhi International Airport	AI, LH, SQ AI
<b>Denver</b> United States	<b>DEN</b> Denver International Airport	UA
<b>Detroit</b> United States	<b>DTW</b> Detroit Metropolitan Wayne County Airport	LH
<b>Dhaka</b> Bangladesh	<b>DAC</b> Zia International Airport	TG

## DESTINATIONS WITH LOUNGES: D-F

<b>City</b> Country	Airport Code Airport Name	GOLD	First Class Lounge
<b>Dresden</b> Germany	<b>DRS</b> Dresden Airport	LH	
<b>Dubai</b> United Arab Emirates	<b>DXB</b> Dubai International Airport	LH	
<b>Dunedin</b> New Zealand	<b>DUD</b> Dunedin International Airport	NZ	
<b>Durban</b> South Africa	<b>DUR</b> Durban International Airport	SA	
<b>Dusseldorf</b> Germany	<b>DUS</b> Dusseldorf International Airport	LH	
East London South Africa	<b>ELS</b> East London Airport	SA	
Fort Lauderdale United States	FLL Fort Lauderdale/Hollywood International Airport	UA	
Frankfurt Germany	<b>FRA</b> Frankfurt Main International Airport	AC, LH	LH
<b>Fukuoka</b> Japan	<b>FUK</b> Fukuoka Airport	NH	

## DESTINATIONS WITH LOUNGES: F-H

<b>City</b> Country	<b>Airport Code</b> Airport Name	GOLD Free Class Counge
Funchal Portugal	FNC Funchal Madeira Airport	ТР
<b>Gaziantep</b> Turkey	<b>GZT</b> Gaziantep Airport	тк
<b>Geneva</b> Switzerland	<b>GVA</b> Geneva International Airport	LX
<b>Guam</b> Guam	<b>GUM</b> Guam International Airport	UA
Guatemala City Guatemala	<b>GUA</b> Guatemala City (La Aurora), Guatemala	СМ
<b>Guiyang</b> China	<b>KWE</b> Guiyang, China	CA
<b>Gwangju</b> South Korea	<b>KWJ</b> Gwangju Airport	OZ
Hamburg Germany	<b>HAM</b> Hamburg Fuhlsbuttel Airport	LH
<b>Hamilton</b> New Zealand	<b>HLZ</b> Hamilton International Airport	NZ

## DESTINATIONS WITH LOUNGES: H-I

<b>City</b> Country	<b>Airport Code</b> Airport Name	TAR ALMOST	First Class Lounge
<b>Hangzhou</b> China	<b>HGH</b> Hangzhou [Jianqiao], China	CA	
<b>Hannover</b> Germany	<b>HAJ</b> Hannover Langenhagen International Airport	LH	
<b>Harare</b> Zimbabwe	<b>HRE</b> Harare International Airport	SA	
<b>Hatay</b> Turkey	<b>HTY</b> Hatay Havalimani Airport	тк	
Hohhot China	<b>HET</b> Hohhot Baita International Airport	CA	
Hong Kong China	HKG Hong Kong International Airport	SQ, TG, UA	SQ, TG, UA
Honolulu United States	<b>HNL</b> Honolulu International Airport	UA	
Houston United States	IAH George Bush Intercontinental Airport	UA	
<b>Istanbul</b> Turkey	IST Istanbul Ataturk International Airport	тк	

## DESTINATIONS WITH LOUNGES: I-K

<b>City</b> Country	Airport Code Airport Name	GOLD	First Class Lounge
<b>Istanbul</b> Turkey	SAW Istanbul Sabiha Gokcen International Airport	TK	
<b>Izmir</b> Turkey	ADB Izmir Adnan Menderes International Airport	тк	
<b>Johannesburg</b> South Africa	JNB OR Tambo International Airport	SA	
<b>Kaohsiung</b> Taiwan	<b>KHH</b> Kaohsiung (International), Taiwan	BR	BR
<b>Kathmandu</b> Nepal	KTM Kathmandu Tribhuvan International Airport	TG	
<b>Kiev</b> Ukraine	KBP Kiev Borispol, Ukraine	os	
Kinshasa Democratic Republic of Congo	FIH N'Djili Airport	SN	
Komatsu Japan	KMQ Komatsu Airport	NH	
<b>Krabi</b> Thailand	<b>KBV</b> Krabi Airport	TG	

## DESTINATIONS WITH LOUNGES: K-M

<b>City</b> Country	<b>Airport Code</b> Airport Name	GOLD	First Class Lounge
Kuala Lumpur Malaysia	<b>KUL</b> Kuala Lumpur International Airport	TG	
<b>Las Vegas</b> United States	<b>LAS</b> McCarran International Airport	UA	
<b>Leipzig</b> Germany	<b>LEJ</b> Leipzig Halle Airport	LH	
<b>London</b> United Kingdom	<b>LHR</b> London Heathrow Airport	AC, LH, SQ, UA	LH, SQ, UA
Los Angeles United States	LAX Los Angeles International Airport	, UA	×27
<b>Lusaka</b> Zambia	<b>LUN</b> Lusaka International Airport	SA	
<b>Manila</b> Philippines	MNL Ninoy Aquino International Airport	TG	
Manizales Colombia	<b>MZL</b> Manizales, Colombia	AV	
<b>Medellin</b> Colombia	<b>MDE</b> Medellin (Olaya Herrera), Colombia	AV, CM	

## DESTINATIONS WITH LOUNGES: M-N

<b>City</b> Country	Airport Code Airport Name	GOLD	First Class Lounge
<b>Melbourne</b> Australia	<b>MEL</b> Tullamarine International Airport	NZ, SQ	LH, SQ
Mexico City Mexico	<b>MEX</b> Benito Juarez International Airport	AV, UA	
<b>Miami</b> United States	<b>MIA</b> Miami, FL [Miami International Airport], USA	AV	
Milan Italy	<b>MXP</b> Milan Malpensa Airport	LH	
Minneapolis/St. Paul United States	MSP Minneapolis St. Paul International Airport	UA	
Moscow Russia	VKO Moscow (Moskva), Moscow (Vnukovo), Russia	ТК	
Munich Germany	MUC Munich Franz Josef Strauss	LH	LH
<b>Nadi</b> Fiji	NAN Nadi International Airport	NZ	
<b>Nagoya</b> Japan	<b>NGO</b> Central Japan International Airport	ZŽŽ	The state of the s

## **DESTINATIONS WITH LOUNGES: N**

<b>City</b> Country	Airport Code Airport Name	First Class Lounge Lounge
<b>Nairobi</b> Kenya	<b>NBO</b> Nairobi [Jomo Kenyatta], Kenya	тк
Nanjing China	<b>NKG</b> Nanjing China	<b>ZH</b> ZH
Napier / Hastings New Zealand	<b>NPE</b> Napier Airport	NZ
Nelson New Zealand	<b>NSN</b> Nelson Airport	NZ
New Plymouth New Zealand	<b>NPL</b> New Plymouth Airport	NZ
New York United States	<b>JFK</b> John F. Kennedy International Airport	AI, LH, LX, AI, LH, LX
	<b>EWR</b> Newark Liberty International Airport	LH, SK, UA
	<b>LGA</b> La Guardia Airport	UA

## DESTINATIONS WITH LOUNGES: N-P

<b>City</b> Country	Airport Code Airport Name	First Class Lounge
<b>Nuremberg</b> Germany	<b>NUE</b> Nuremberg Airport	LH
Orlando United States	<b>MCO</b> Orlando International Airport	UA
<b>Osaka</b> Japan	<b>KIX</b> Osaka Kansai International Airport	NH, TG
	ITM Osaka Itami Airport	NH
Oslo Norway	<b>OSL</b> Oslo Gardermoen Airport	SK
Palmerston North New Zealand	PMR Palmerston North International Airport	NZ
Panama City Panama	PTY Tocumen International Airport	СМ
Paris France	<b>CDG</b> Charles de Gaulle	LH, SK
<b>Pereira</b> Colombia	<b>PEI</b> Pereira (Matecana), Colombia	AV

# DESTINATIONS WITH LOUNGES: P-Q

<b>City</b> Country	Airport Code Airport Name	First Classe Lounge
Philadelphia United States	PHL Philadelphia International Airport	UA
Phoenix United States	<b>PHX</b> Phoenix Sky Harbor International Airport	UA
<b>Phuket</b> Thailand	<b>HKT</b> Phuket International Airport	TG
Port Elizabeth South Africa	<b>PLZ</b> Port Elizabeth International Airport	SA
Portland United States	PDX Portland International Airport	UA
<b>Pusan</b> South Korea	<b>PUS</b> Pusan Kimhae International Airport	OZ
<b>Queenstown</b> New Zealand	<b>ZQN</b> Queenstown International Airport	NZ
Rarotonga Island Cook Islands	RAR Rarotonga International Airport	NZ

## DESTINATIONS WITH LOUNGES: R-S

<b>City</b> Country	<b>Airport Code</b> Airport Name	FINA RELIANCE  GOLD	First Class Lounge
<b>Rio de Janeiro</b> Brazil	GIG Galeao-Antonio Carlos Jobim International Airport	2	×27
San Antonio United States	<b>SAT</b> San Antonio International Airport	UA	
San Diego United States	<b>SAN</b> San Diego International Airport	UA	
San Francisco United States	SFO San Francisco International Airport	UA	UA
San Jose Costa Rica	SJO San Jose (Juan Santamaria International), Costa Rica	AV, CM	
San Juan Puerto Rico	<b>SJU</b> San Juan [Luis Munoz Marin International Airport], Puerto Rico	AV	
San Salvador El Salvador	SAL San Salvador (Internacional), El Salvador	AV	
Santa Ana United States	<b>SNA</b> John Wayne Airport	UA	

# DESTINATIONS WITH LOUNGES: S

<b>City</b> Country	Airport Code Airport Name	GOLD	Lounge
Santa Marta Columbia	<b>SMR</b> Santa Marta [Simon Bolivar], Colombia	AV	
Santiago de Chile Chile	SCL AV Santiago de Chile (Aeropuerto Comodoro Arturo Mernio Benitez), Chile		
Santo Domingo Dominican Republic	SDQ Santo Domingo (Aeropuerto de las Americas), Dominican Republic		
<b>Sao Paulo</b> Brazil	<b>GRU</b> Sao Paulo Guarulhos International Airport	1	
<b>Sapporo</b> Japan	CTS New Chitose Airport	NH	
Seattle United States	<b>SEA</b> Seattle Tacoma International Airport	UA	
<b>Seoul</b> South Korea	GMP Seoul Gimpo International Airport	OZ	
	ICN Seoul Incheon International Airport	OZ	

## DESTINATIONS WITH LOUNGES: S

<b>City</b> Country	Airport Code Airport Name	GOLD	First Class Lounge
Shanghai China	<b>SHA</b> Shanghai [Hongqiao], China	CA	
	<b>PVG</b> Shanghai Pudong International	CA	
Shenyang China	SHE Shenyang, China	ZH	ZH
<b>Shenzhen</b> China	<b>SZX</b> Shenzhen International Airport	ZH	ZH
<b>Singapore</b> Singapore	<b>SIN</b> Singapore Changi International Airport	SQ, TG	SQ
Stockholm Sweden	<b>ARN</b> Stockholm Arlanda Airport	SK	
<b>Stuttgart</b> Germany	<b>STR</b> Stuttgart Echterdingen Airport	LH	
<b>Sydney</b> Australia	<b>SYD</b> Sydney Kingsford Smith Airport	SQ, NZ	SQ
<b>Taipei</b> Taiwan	<b>TPE</b> Taiwan Taoyuan International Airport	BR	BR

# DESTINATIONS WITH LOUNGES: S-W

<b>City</b> Country	Airport Code Airport Name	First Class Lounge
<b>Tokyo</b> Japan	HND Tokyo Haneda International Airport	NH
	<b>NRT</b> Narita International Airport	NH, UA NH, UA
<b>Trabzon</b> Turkey	<b>TZX</b> Trabzon Airport	тк
<b>Varna</b> Bulgaria	<b>VAR</b> Varna, Bulgaria	тк
<b>Vienna</b> Austria	VIE Vienna International Airport	os
<b>Washington</b> United States	IAD Washington Dulles International Airport	LH, TK, UA UA
	<b>DCA</b> Washington National Airport	UA
Wellington New Zealand	<b>WLG</b> Wellington International Airport	NZ
<b>Wuhan</b> China	<b>WUH</b> Wuhan, China	CA

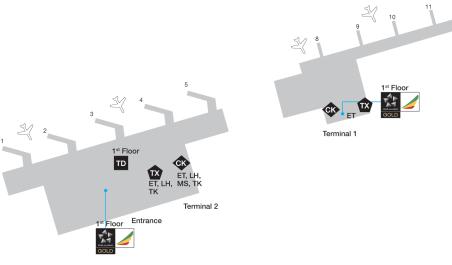
## DESTINATIONS WITH LOUNGES: W-Z

<b>City</b> Country	<b>Airport Code</b> Airport Name	GOLD	First Class Lounge
<b>Wuxi</b> China	<b>WUX</b> Sunan Shuofang International Airport	ZH	ZH
<b>Xian Xianyang</b> China	<b>XIY</b> Xian Xianyang, China	ZH	ZH
<b>Zurich</b> Switzerland	<b>ZRH</b> Zurich Kloten Airport	LX	LX



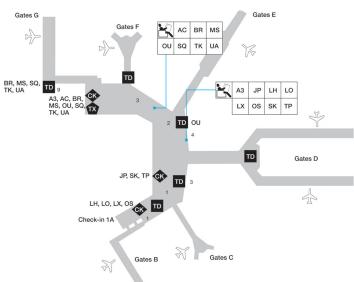




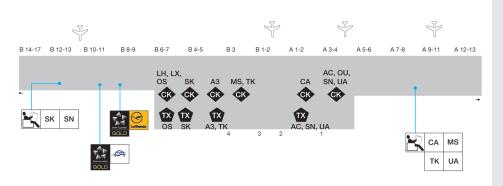


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: ET | LH | MS | TK

**AMS** 

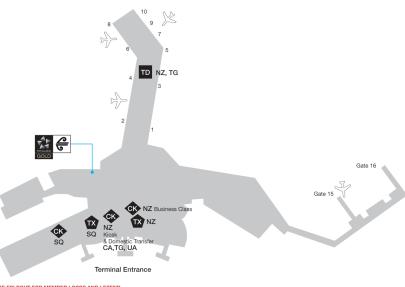


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Operating Carriers: A3 | AC | BR | JP | LH | LO | LX | MS | OS | OU | SK | SQ | TK | TP | UA

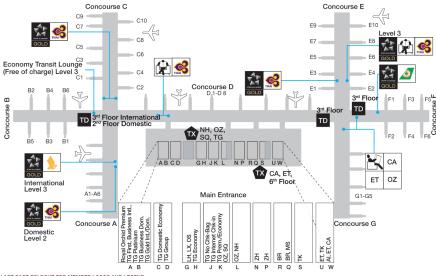




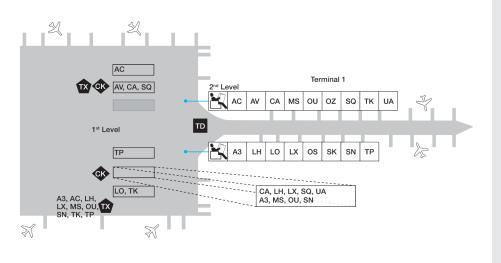




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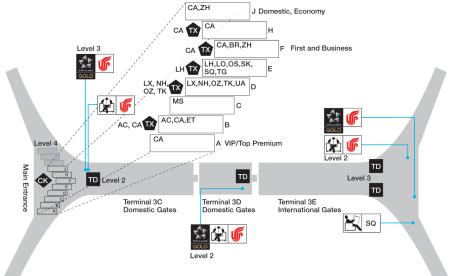


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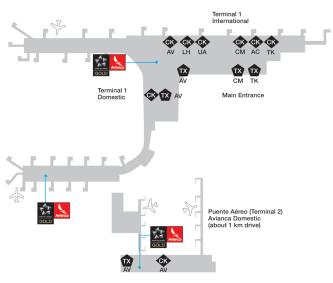
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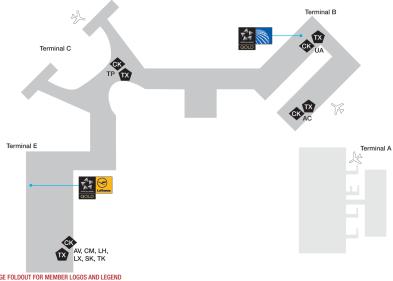


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Operating Carriers: AC | BR | CA | ET | LH | LO | LX | MS | NH | OS | OZ | SK | SQ | TG | TK | UA | ZH

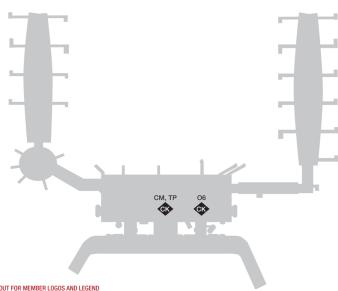




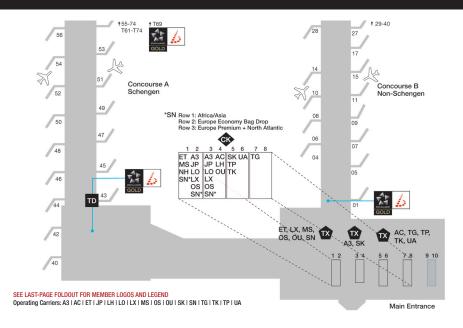
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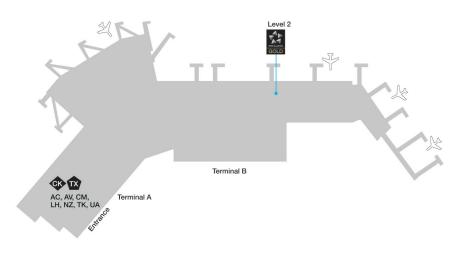


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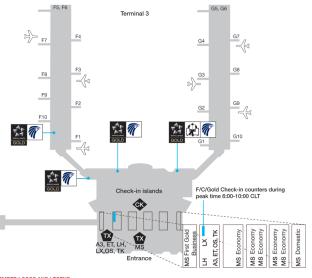
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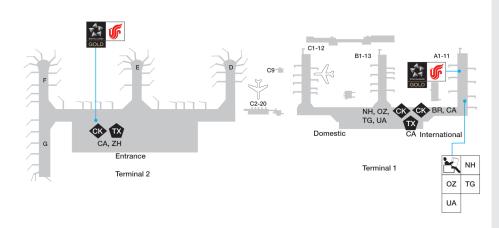


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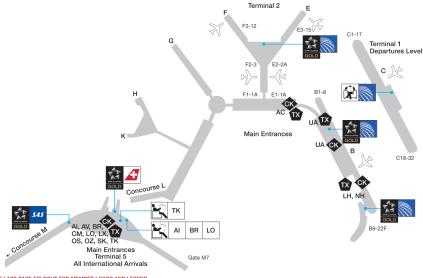


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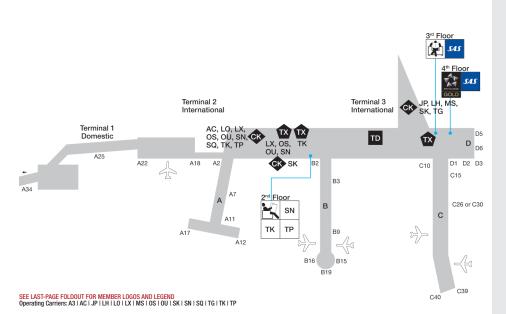


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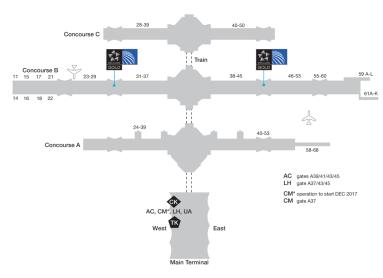


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Operating Carriers: AC | A| | AV | BR | CM | LH | LO | LX | NH | OS | OZ | SK | TK | UA

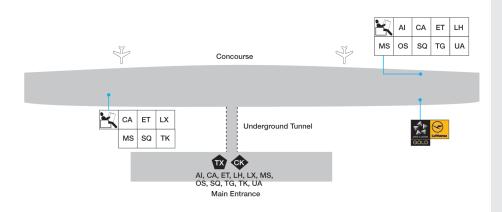


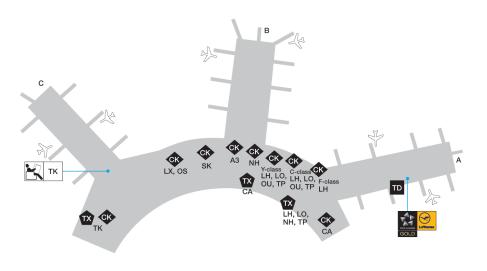


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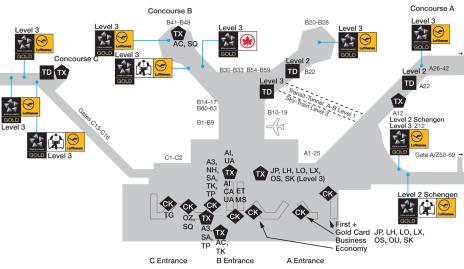


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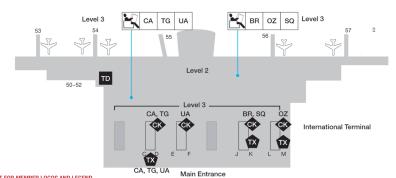
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Operating Carriers: A3 | CA | LH | LO | LX | NH | OS | OU | SK | TK | TP



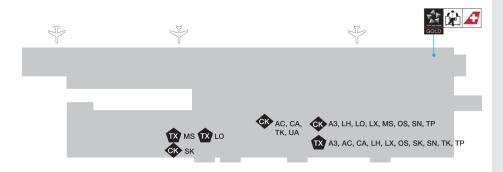
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Operating Carriers: A3 | AC | AI | CA | ET | JP | LH | LO | LX | MS | NH | OS | OU | OZ | SA | SK | SQ | TG | TK | TP | UA





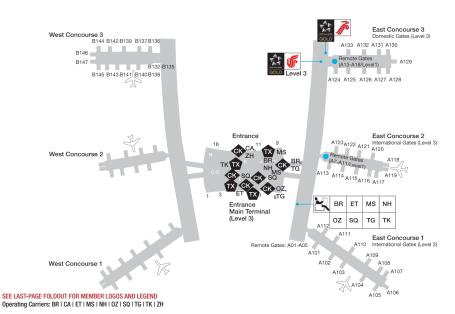
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: BR | CA | NH | OZ | SQ | TG | UA



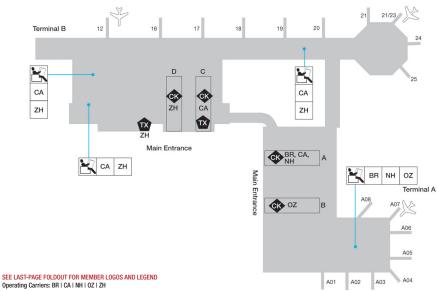
Note: UA does not offer TX services.

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

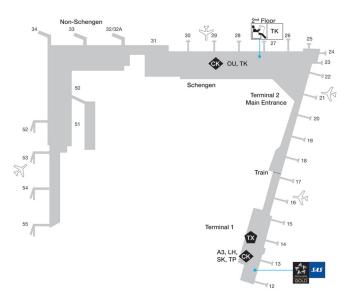


HGH

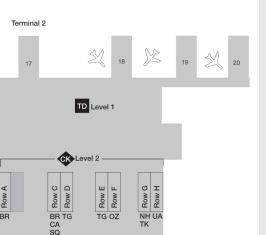








SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: A3 | LH | OU | SK | TK | TP



Main Entrance

CA, NH, OZ, SQ, TG, UA

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

CA NH ΟZ

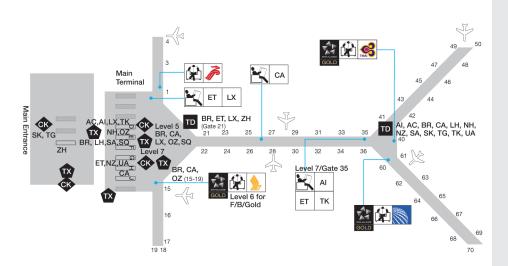
SQ TG

9

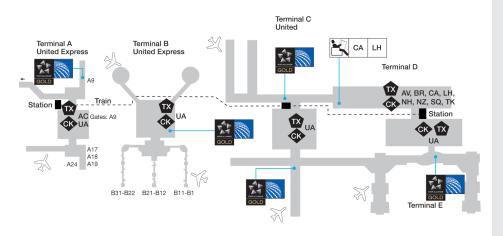
ΤK

UA

M 16

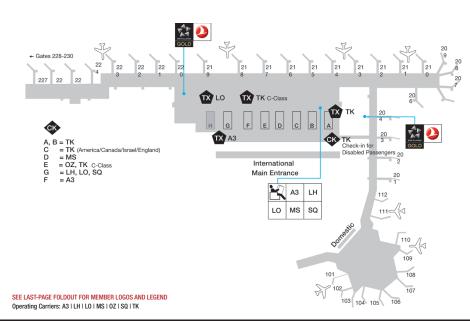


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND
Operating Carriers: AC | A| | BR | CA | ET | LH | LX | NH | NZ | OZ | SA | SQ | SK | TG | TK | UA | ZH



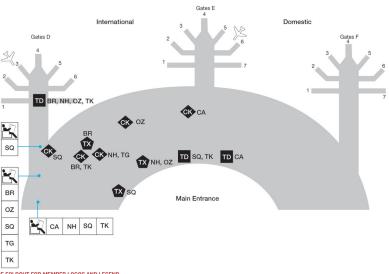
#### SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AV | BR | CA | LH | NH | NZ | SQ | TK | UA





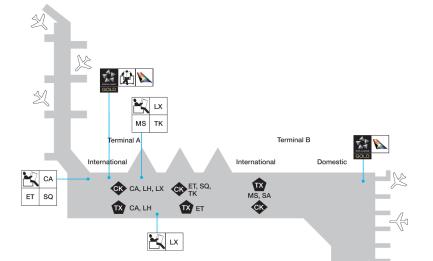




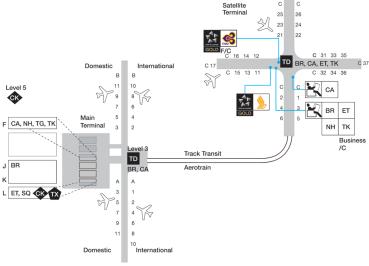
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: BR | CA | NH | OZ | SQ | TG | TK

JNB

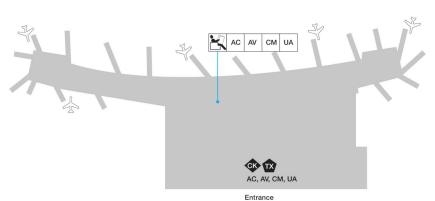




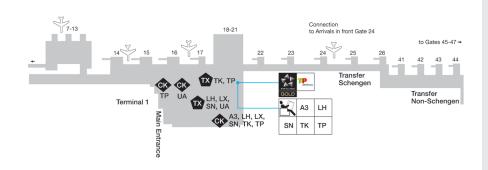
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: CA | ET | LH | LX | MS | SA | SQ | TK

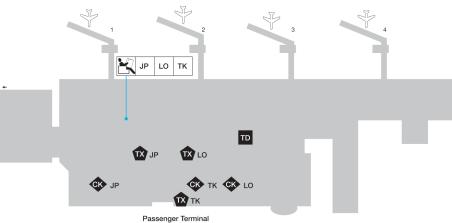


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: BR | CA | ET | NH | SQ | TG | TK

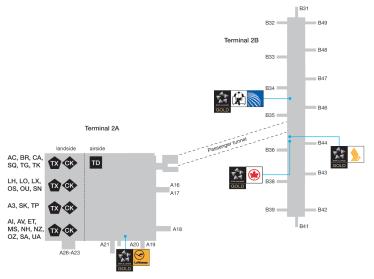


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: AC | AV | CM | UA



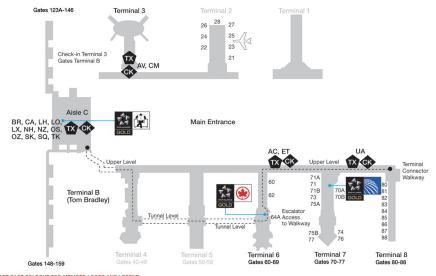


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: JP | LO | TK

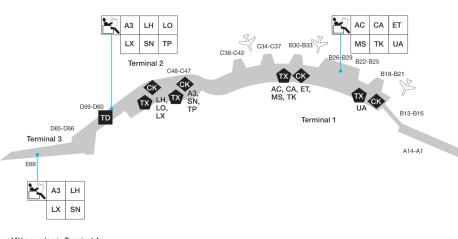


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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



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



\*AV operates in Terminal 4

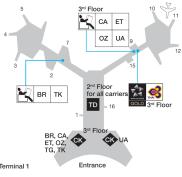
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

<sup>\*</sup> Operates only summer seasonal flights
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND
Operating Carriers: A3 | AC\* | JP | LH | LX | MS | SK | SN | SQ | TK | TP | UA









Terminal 1

Level 2 Level 4 NH, SQ Entrance

Level 4

107

106 - 101

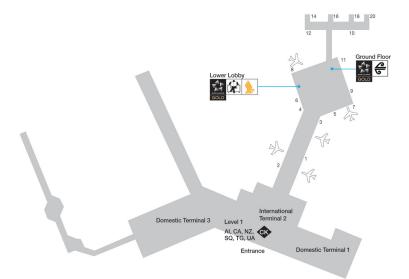
Terminal 3

Level 3

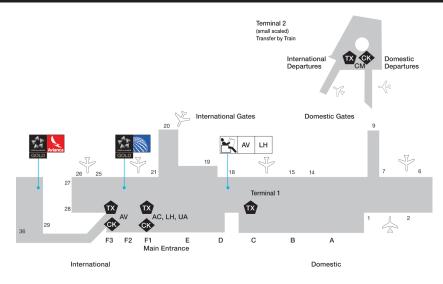
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: BR | CA | ET | NH | OZ | SQ | TG | TK | UA



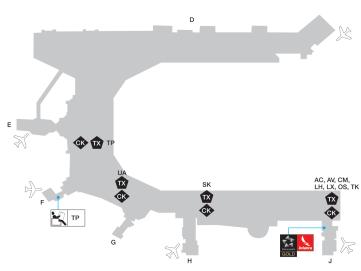




SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: Al | CA | NZ | SQ | TG | UA

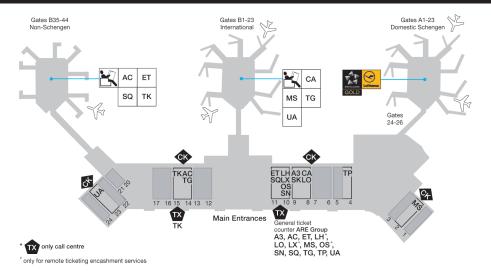


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: AC | AV | CM | LH | UA



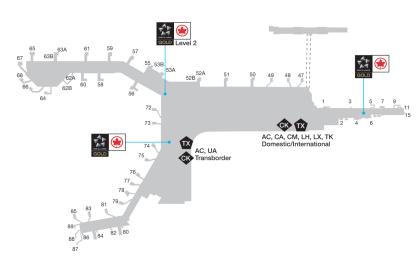
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: AC | AV | CM | LH | LX | OS | SK | TP | TK | UA

MXP

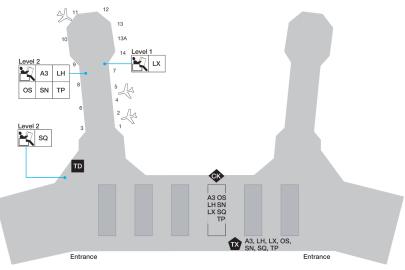


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

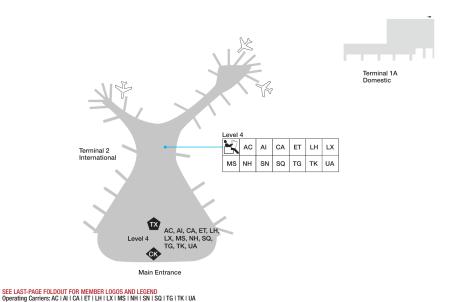
Operating Carriers: A3 | AC | CA\* | ET | LH | LO | LX | MS | OS | SK\* | SN | SQ | TG | TK | TP | UA



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: AC | CA | CM | LH | LX | TK | UA

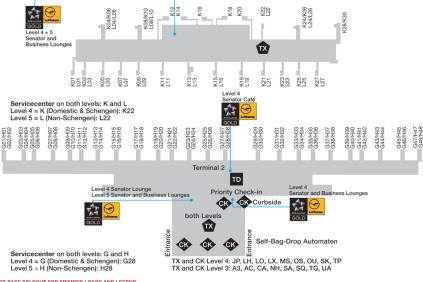


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: A3 | LH | LX | OS | SN | SQ | TP



BOM



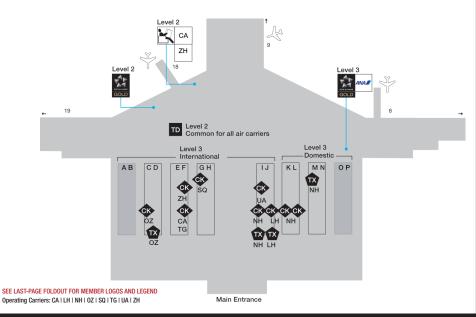


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

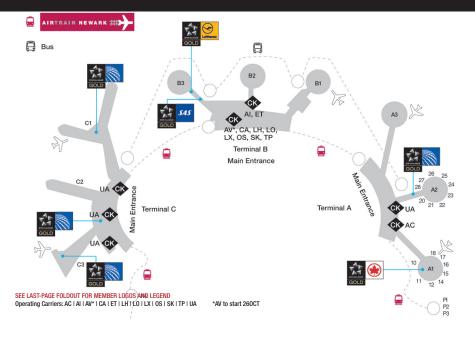
\*TK operates in Terminal 1

NGC



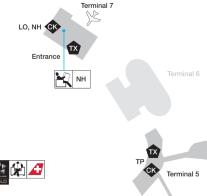


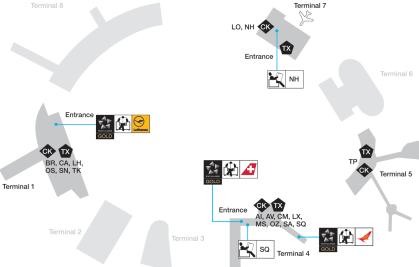




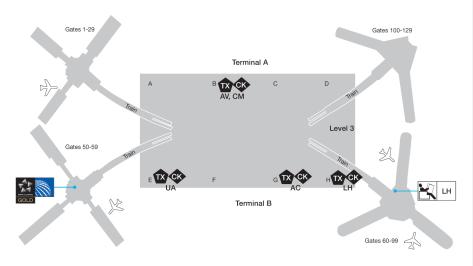
JFK



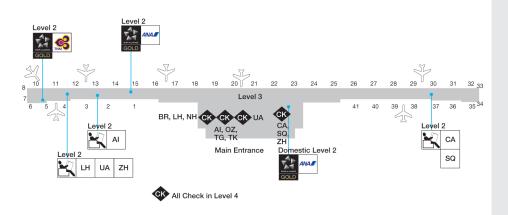




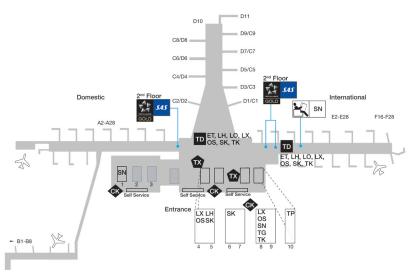
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: AllAV | BR | CA | CM | LH | LO | LX | MS | NH | OS | OZ | SA | SN | SQ | TK | TP



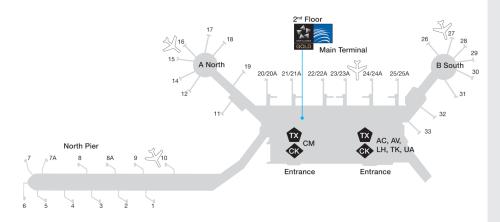
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: AC | AV | CM | LH | UA

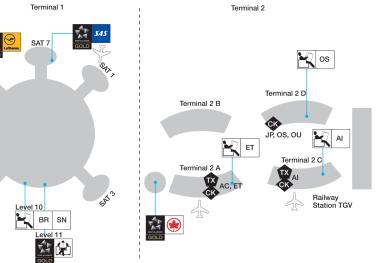


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: AI | BR | CA | LH | NH | 0Z | SQ | TG | TK | UA | ZH



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: A3 | ET | LH | LO | LX | OS | SK | SN | TG | TK | TP





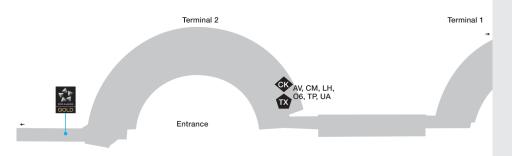
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

SATO

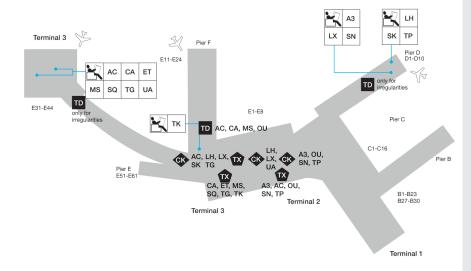
SAT 5

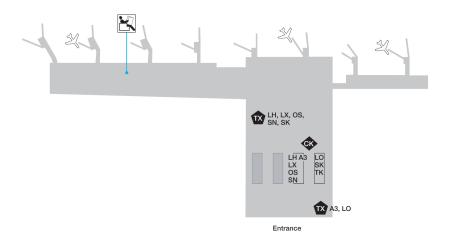
Operating Carriers: T1: A3 | BR | CA | LH | LX | MS | NH | OZ | SK | SN | SQ | TG | TK | UA

T2: AC T2A | AI T2C | ET T2A | JP T2D | OS T2D | OU T2D

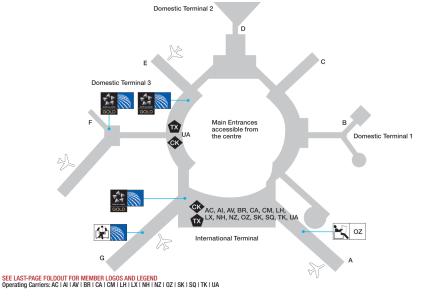


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: AV | CM | LH | 06 | TP | UA

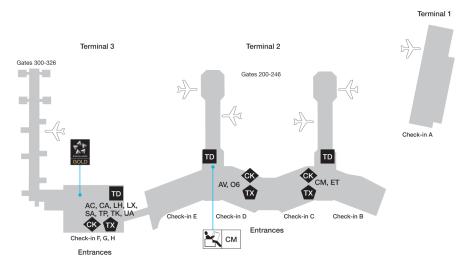




SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: A3 | LH | LO | LX | SK | SN | TK

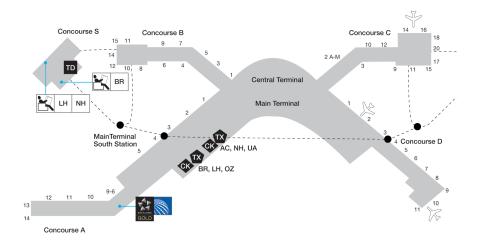






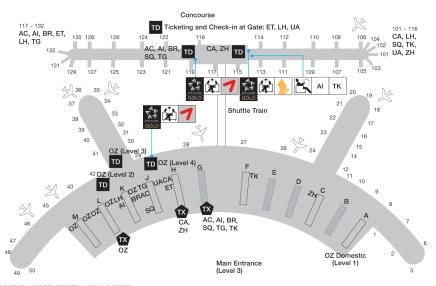
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND
Operating Carriers: AC | AV | CA | CM | ET | LH | LX | 06 | SA | TK | TP | UA



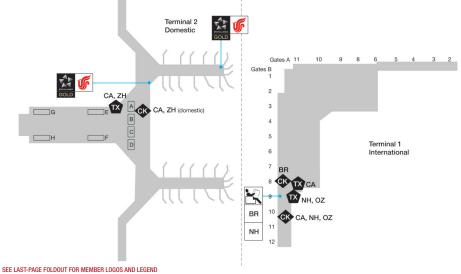


Transit (Underground)

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

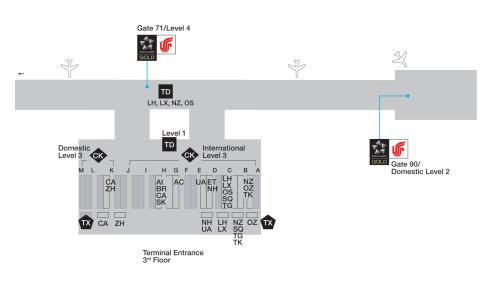


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: AC | A| | BR | CA | ET | LH | OZ | SQ | TG | TK | UA | ZH

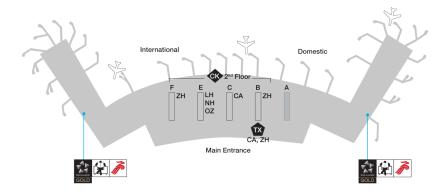


Operating Carriers: BR | CA | NH | OZ | ZH

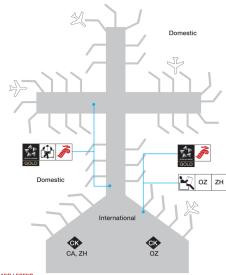




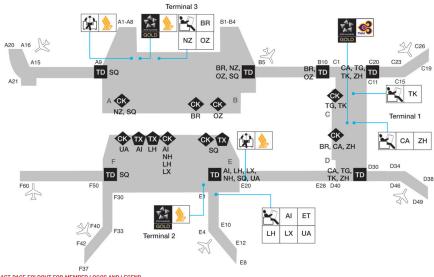
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND
Operating Carriers: AC | A| | BR | CA | ET | LH | LX | NH | NZ | OS | OZ | SK | SQ | TG | TK | UA | ZH



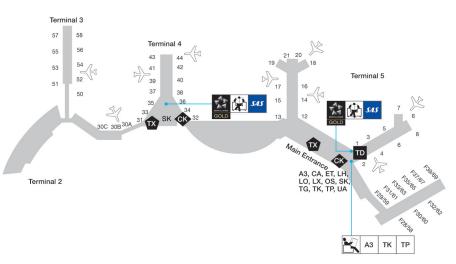




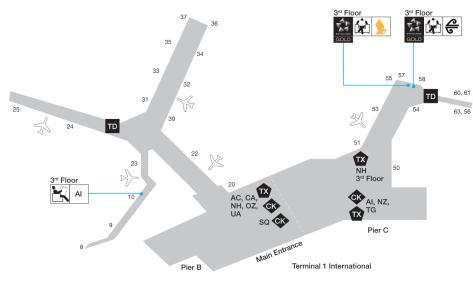
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: CA | OZ | ZH



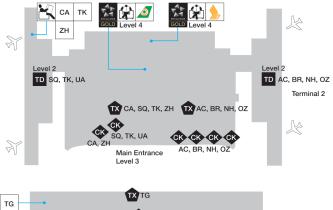
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: AI | BR | CA | ET | LH | LX | NH | NZ | OZ | SQ | TG | TK | UA | ZH

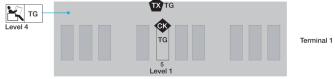


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND
Operating Carriers: A3 | CA | ET | LH | LO | LX | OS | SK | TG | TK | TP | UA

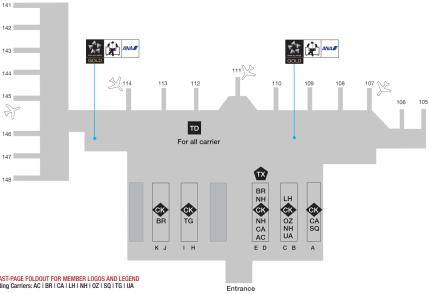


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: AC | AI | CA | NH | NZ | OZ | SQ | TG | UA

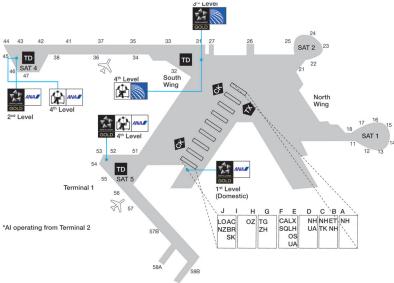




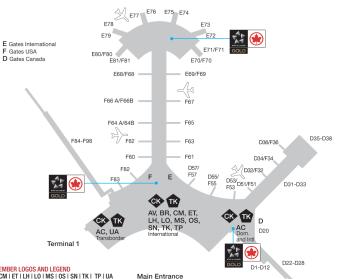
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: AC | BR | CA | NH | OZ | SQ | TG | TK | UA | ZH



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

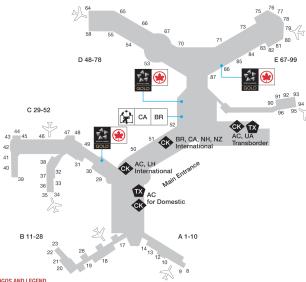


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND
Operating Carriers: AC | AI\* | BR | CA | ET | LH | LO | LX | NH | NZ | OS | OZ | SK | SQ | TG | TK | UA | ZH



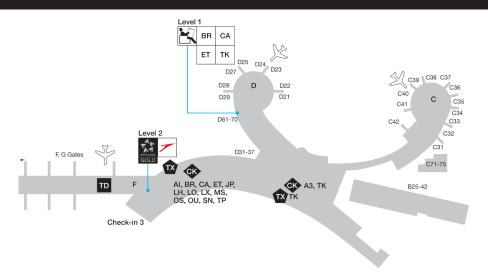




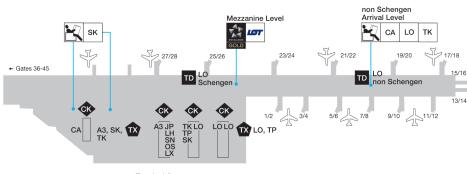


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: AC | BR | CA | LH | NH | NZ | UA

VIE

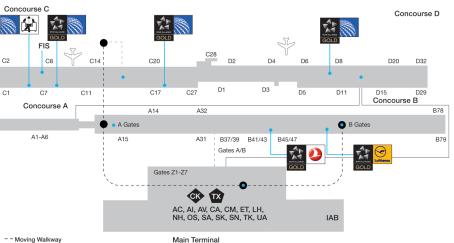


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND
Operating Carriers: A3 | A1 | BR | CA | ET | JP | LH | LO | LX | MS | OS | OU | SN | TK | TP



Terminal 2

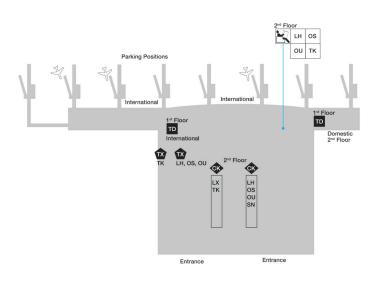
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND Operating Carriers: A3 | CA | JP | LH | LO | LX | OS | SK | SN | TK | TP

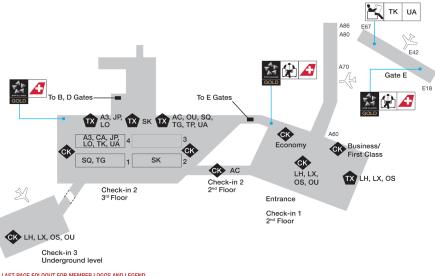


- - Train Route
- Mobile Lounge

SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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





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



## 

## STAR ALLIANCE MEMBERS - KEY TO MAP SYMBOLS

















Brussels Airlines **SN** 

Austrian **OS** 









Airlines SK









United **UA** 



























SAS

















































































