

REFERENCE GUIDE 2012

STAR ALLIANCE



STAR ALLIANCE
WELCOMES
AVIANCA, TACA AIRLINES
COPA AIRLINES AND
SHENZHEN AIRLINES



For Employees of Star Alliance Member Carriers

WELCOME

WELCOME TO THE 2012 EDITION OF THE STAR ALLIANCE REFERENCE GUIDE

This edition adds baggage, airport and frequent flyer information for Avianca, Taca Airlines, Copa Airlines and Shenzhen Airlines. The addition of these three carriers will bring the Star Alliance membership to 28.

This guide is designed to provide a user-friendly tool that gives quick access to the information needed to deliver a smoother travel experience to international travellers.

Information may change during the course of the year, so please continue to consult your airline's publications and information systems for changes and updates, as well as for operational information and procedures.

We hope this book continues to serve your needs. We welcome your feedback at **ref.guide@staralliance.com**.

Thank you,

Star Alliance Internal Communications

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GREETINGS FROM AVIANCA, TACA AIRLINES



Joining Star Alliance has been a strong driver for our 17,000 employees, who will continue to work every single day to provide service excellence throughout our service chain.

We are proud to have been accepted into the leading and most renowned airline alliance in the world and are honored to be the airlines that contribute to the alliance's expansion strategy in Latin America. It is our privilege to welcome and serve travelers from around the globe with the warmth and passion that our culture is known for.

With our current fleet of 150 aircraft we serve more than 100 destinations, bringing all three Americas and Europe closer together, every day, through the most enjoyable flight experience we can provide. We have also envisioned a much anticipated array of flight options for our travelers through our Star Alliance partners.

The aviation industry is changing on a daily basis in order to fulfill the needs of all travelers, and we are confident that our shared experience and knowledge will provide valuable assets for each of the member airlines in order to deliver the outstanding travel experience that our passengers deserve.

We are grateful to Star Alliance for welcoming us into the finest airline alliance in the world and look forward to making valuable contributions that will greatly benefit both our passengers and member airlines.

A handwritten signature in black ink, appearing to read 'F. Villegas'.

Fabio Villegas, CEO, AviancaTaca



AviancaTaca
CEO Fabio
Villegas

GREETINGS FROM COPA AIRLINES



The Copa Airlines team is very proud and excited to become part of the largest and most prestigious airline network in the world. This strategic step will enhance our networks global reach while assuring world-class passenger service through access to the Alliance's benefits.

At the same time, Copa Airlines' integration into Star Alliance will bolster the Alliance's presence in Latin America, one of the growing aviation markets globally. As a result, Copa Airlines will proudly extend Star Alliance's prestigious brand to its 64 destinations in 29 countries throughout the Americas and the Caribbean, through the most complete and convenient connecting point for intra-Latin America travel — our "Hub of the Americas" - in Panama's Tocumen Airport.

Through our world-class operational metrics and service, highlighted by an on-time performance averaging above 90% and one of the youngest and most modern fleets in the industry, we are committed to being superior stewards of the Star Alliance brand and honour the prestige and standards achieved by the prestigious airlines that all of you represent.

Copa Airlines, which was founded 65 years ago, has been listed on the New York Stock Exchange since 2005 and is widely recognised as one of the fastest growing and best performing airlines in Latin America, both operationally and financially. We currently operate a fleet of 80 aircraft: 54 Boeing 737NG aircraft and 26 Embraer-190s.

Pedro Heilbron, CEO, Copa Airlines



**Copa Airlines
CEO Pedro
Heilbron**

GREETINGS FROM SHENZHEN AIRLINES



On behalf of over 10,000 colleagues in Shenzhen Airlines, I would like to extend my sincere gratitude to Star Alliance for all of its support. We are honoured to be joining Star Alliance at the time of our 20th anniversary.

Shenzhen Airlines was founded in November, 1992. Shenzhen is the first Special Economy Zone in China and the pioneer of China's "Reform and Opening-Up". It has evolved from a fishing village to a modern international city and has become a miracle of urbanisation, industrialisation and modernisation.

Based in Shenzhen, with the city's rapid development, Shenzhen Airlines has achieved substantial growth. We are China's fifth largest airline with 109 aircraft and 2,730 weekly flights serving 64 destinations. In 2011, we carried over 18 million passengers, became the partner of the 26th Universiade and launched the Skytrax four-star ranking audit to continuously improve our service quality.

By 2015, our fleet will reach 171 and we will become a large network carrier with higher competitiveness. Through joining Star Alliance, our influence in the Chinese and the global aviation markets will spur Shenzhen Airlines to achieve its strategic goal of building a route network connecting Asia and the world.

Benefited by the rapid development of the Chinese economy and the vast development prospect of Shenzhen, further supported by the vital development potential of Shenzhen Airlines and its outstanding service quality, Star Alliance will certainly reap greater value from our presence in this flourishing land.

A stylized blue signature of the name 'Feng Gang' in Chinese characters.

Feng Gang, President, Shenzhen Airlines



**Shenzhen
Airlines
President,
Feng Gang**

VISION

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

MISSION

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

CUSTOMER EXPECTATIONS

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

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

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

STAR ALLIANCE WEBSITES

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

FACTS & FIGURES

THE NETWORK AS OF JULY, 2012

Total revenue US\$	185.2 billion
Revenue passenger km	1,374 billion
Annual passengers	697.25 million
Daily departures	21,956
Number of employees	446,120
Countries served	193
Airports served	1,358
Fleet	4,542
Lounges	More than 990

Figures relate to schedule data as of July, 2012 as compiled by Star Alliance Corporate Office, including Avianca, Taca Airlines, Copa Airlines and Shenzhen Airlines.

STAR ALLIANCE MEMBERS	FLEET SIZE	NUMBER OF EMPLOYEES	MAJOR HUB AIRPORTS
 Adria Airways (JP)	14	452	Ljubljana
 Aegean Airlines (A3)	29	1,615	Athens, Heraklion, Larnaca, Rhodes, Thessaloniki
 Air Canada (AC)	352	26,000	Montreal, Toronto, Vancouver
 Air China (CA)	288	24,474	Beijing, Chengdu, Shanghai
 Air New Zealand (NZ)	101	10,800	Auckland, Hong Kong, Los Angeles
 ANA (NH)	232	33,183	Osaka, Tokyo (Haneda), Tokyo (Narita),
 Asiana Airlines (OZ)	71	9,041	Seoul Incheon, Seoul Gimpo
 Austrian (OS)	81	6,000	Vienna
 Avianca, Taca Airlines (AVTA)	150	17,000	Bogota, El Salvador, Lima, San Jose
 Blue1 (KF)	9	350	Helsinki
 Brussels Airlines (SN)	52	3,300	Brussels
 Copa (CM)	79	7,528	Panama City

STAR ALLIANCE MEMBERS	FLEET SIZE	NUMBER OF EMPLOYEES	MAJOR HUB AIRPORTS
 Croatia Airlines (OU)	13	1,095	Zagreb
 EGYPTAIR (MS)	79	7,500	Cairo
 Ethiopian Airlines (ET)	48	5,635	Addis Ababa, Lomé
 LOT Polish Airlines (LO)	54	2,887	Warsaw
 Lufthansa (LH)	355	39,938	Frankfurt, Munich
 Scandinavian Airlines (SK)	136	12,833	Copenhagen, Oslo, Stockholm
 Shenzhen (ZH)	109	10,120	Guangzhou, Shenzhen
 Singapore Airlines (SQ)	104	13,929	Singapore Changi
 South African Airways (SA)	49	9,223	Johannesburg
 SWISS (LX)	90	7,644	Zurich

STAR ALLIANCE MEMBERS	FLEET SIZE	NUMBER OF EMPLOYEES	MAJOR HUB AIRPORTS
 TAM (JJ)	156	29,900	Brasilia, Rio de Janeiro, Sao Paulo
 TAP Portugal (TP)	71	7,055	Lisbon, Porto
 Thai Airways International (TG)	91	24,848	Bangkok, Chiang Mai, Hat Yai, Phuket
 Turkish Airlines (TK)	179	15,599	Ankara, Istanbul
 United Airlines (UA)	1,252	87,571	Chicago, Cleveland, Denver, Guam, Houston, Los Angeles, New York (Newark), San Francisco, Tokyo (Narita), Washington D.C. (Dulles)
 US Airways (US)	340	32,000	Charlotte, Washington, Philadelphia, Phoenix

FUTURE MEMBERS:

 EVA Air (BR)	59	5,489	Taipei
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A photograph of two female flight attendants in dark blue uniforms with red patterned scarves, standing in an airport terminal. They are looking at each other and talking. The woman on the left has a name tag that says 'I. Bayk' and a 'DIAL & FLY' badge. The woman on the right has a winged pilot logo on her lapel. A semi-transparent white banner with the text 'GENERAL INFORMATION' is overlaid across the middle of the image.

GENERAL INFORMATION

CUSTOMER BENEFITS

MILEAGE ACCUMULATION

There is no Star Alliance frequent flyer programme. There are 19 frequent flyer programmes, all operating independently. Customers of any Star Alliance member airline's frequent flyer programme (see chart) can accrue 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.

STAR ALLIANCE AWARDS

No matter which Star Alliance member airline's frequent flyer programme a customer belongs to, they can earn and redeem miles and build status on any of the member airlines. They need only one frequent flyer card and can collect miles from all of the member airlines on which they travel.

RECOGNITION ON INFLIGHT PAPERWORK AND BOARDING PASS

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 subject to seat availability. Limited to eligible booking class and flights operated by Star Alliance Upgrade Awards participating carriers.

RECOGNITION OF MEMBERSHIP CARDS

Membership cards carry these Star Alliance Gold or Star Alliance Silver logos.

STAR ALLIANCE GOLD



- Airport Lounge Access ¹
- Priority Airport Check in
- Priority Boarding
- Extra Baggage Allowance ²
- Priority Baggage Handling
- Reservations Waitlisting
- Priority Airport Standby

STAR ALLIANCE SILVER



- Reservations Waitlisting
- Priority Airport Standby

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

² Star Alliance Gold customers are entitled to one additional piece of checked baggage (piece concept) or an additional 20 kgs (weight concept).

CUSTOMER BENEFITS

STAR ALLIANCE GOLD SIGNS

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



LOUNGE RESTRICTIONS

- No ID (duty/employee travel) or AD (agency staff) accepted.
- 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 Super Elite, Air Canada Elite, Air Canada VIP
Air China	CA	Air China Platinum, Air China Gold
Air New Zealand	NZ	Airpoints Gold Elite, Airpoints Gold

ANA	NH	Diamond, Platinum, Super Flyers
Asiana Airlines	OZ	Asiana Club Platinum, Asiana Club Diamond Plus, Asiana Club Diamond
Austrian	OS	HON Circle, Senator
Avianca, Taca Airlines	AVTA	Diamond, Gold
Blue1	KF	EuroBonus Pandion, EuroBonus Gold
Brussels Airlines	SN	HON Circle, Senator
Copa Airlines	CM	Premier 1K, Premier Platinum, Premier Gold, Global Services
Croatia Airlines	OU	HON Circle, Senator
EGYPTAIR	MS	EGYPTAIR Plus Platinum, EGYPTAIR Plus Gold
Ethiopian Airlines	ET	Gold Club
LOT Polish Airlines	LO	HON Circle, Senator
Lufthansa	LH	HON Circle, Senator
Scandinavian Airlines	SK	EuroBonus Pandion, EuroBonus Gold
Shenzhen Airlines	ZH	Air China Platinum, Air China Gold
Singapore Airlines	SQ	KrisFlyer Elite Gold, PPS Club, Solitaire PPS Club, Solitaire PPS Club Life
South African Airways	SA	Voyager Lifetime Platinum, Voyager Platinum, Voyager Gold
SWISS	LX	HON Circle, Senator
TAM	JJ	Fidelidade Black, Fidelidade Red
TAP Portugal	TP	Victoria Gold Winner
Thai Airways International	TG	Royal Orchid Plus Platinum, Royal Orchid Plus Gold
Turkish Airlines	TK	Miles&Smiles Elite Plus, Miles&Smiles Elite
United Airlines	UA	Premier 1K, Premier Platinum, Premier Gold, Global Services
US Airways	US	Chairman's Preferred, Platinum Preferred, Gold Preferred

FREQUENT FLYER PROGRAMMES

Star Alliance Members	Frequent Flyer Programme	Star Alliance Gold	Star Alliance Silver	Programme Currency
 Adria Airways (JP)	Miles & More	HON Circle Senator	Frequent Traveller	Miles
 Aegean Airlines (A3)	Miles&Bonus	Miles&Bonus Gold	Miles&Bonus Blue	Miles
 Air Canada (AC)	Aeroplan	Air Canada Super Elite Air Canada Elite Air Canada VIP	Air Canada Prestige	Miles
 Air China (CA)	PhoenixMiles	Air China Platinum Air China Gold	Air China Silver	Kilometres
 Air New Zealand (NZ)	Airpoints	Airpoints Gold Elite Airpoints Gold	Airpoints Silver	Airpoints Dollars
 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
 Asiana Airlines (OZ)	Asiana Club	Asiana Club Platinum Asiana Club Diamond Plus Asiana Club Diamond	Asiana Club Gold	Miles
 Austrian (OS)	Miles & More	HON Circle Senator	Frequent Traveller	Miles
 Avianca, Taca (AVTA) Airlines	LifeMiles	Diamond Gold	Silver	Miles
 Blue1 (KF)	EuroBonus	EuroBonus Pandion EuroBonus Gold	EuroBonus Silver	Points
 Brussels Airlines (SN)	Miles & More	HON Circle Senator	Frequent Traveller	Miles
 Copa Airlines (CM)	Mileage Plus	Premier 1K Premier Platinum Premier Gold Global Services	Premier Silver	Miles
 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
 EGYPTAIR (MS)	EGYPTAIR Plus	EGYPTAIR Plus Platinum EGYPTAIR Plus Gold	EGYPTAIR Plus Silver	Miles
 Ethiopian Airlines (ET)	ShebaMiles	Gold Club	Silver Club	Miles
 LOT Polish Airlines (LO)	Miles & More	HON Circle Senator	Frequent Traveller	Miles
 Lufthansa (LH)	Miles & More	HON Circle Senator	Frequent Traveller	Miles
 Scandinavian Airlines (SK)	EuroBonus	EuroBonus Pandion EuroBonus Gold	EuroBonus Silver	Points
 Shenzhen Airlines (ZH)	PhoenixMiles	Air China Platinum Air China Gold	Air China Silver	Kilometres
 Singapore Airlines (SQ)	KrisFlyer	KrisFlyer Elite Gold PPS Club Solitaire PPS Club Solitaire PPS Club Life	KrisFlyer Elite Silver	Miles
 South African Airways (SA)	Voyager	Voyager Lifetime Platinum Voyager Platinum Voyager Gold	Voyager Silver	Miles

Star Alliance Members	Frequent Flyer Programme	Star Alliance Gold	Star Alliance Silver	Programme Currency
 SWISS (LX)	Miles & More	HON Circle Senator	Frequent Traveller	Miles
 TAM (JJ)	Fidelidade	Fidelidade Black Fidelidade Red	Fidelidade Blue	Points
 TAP Portugal (TP)	Victoria	Victoria Gold Winner	Victoria Silver Winner	Miles
 Thai Airways Intl. (TG)	Royal Orchid Plus	Royal Orchid Plus Platinum Royal Orchid Plus Gold	Royal Orchid Plus Silver	Miles
 Turkish Airlines (TK)	Miles&Smiles	Miles&Smiles Elite Plus Miles&Smiles Elite	Miles&Smiles Classic Plus	Miles
 United Airlines (UA)	Mileage Plus	Premier 1K Premier Platinum Premier Gold Global Services	Premier Silver	Miles
 US Airways (US)	Dividend Miles	Chairman's Preferred Platinum Preferred Gold Preferred	Silver Preferred	Miles

RESERVATION CALL CENTRES

 **Adria Airways (JP)** www.adria-airways.com/

Albania	+355 (0) 4-2274-666	Montenegro	+382 (0) 20-201-201
Austria	+43-1-879-87-05	Netherlands	0031-20-625-11-22
Belgium	+32-2-75-32-336	Poland	+386-1-369-1010
Bosnia and Herzegovina	+387 (0) 33-232-125 / 126	Russia	+7-495-727-0885
Croatia	+385 (1) 48-10-011 / 016	Serbia	+381 (0) 11-2286-457
Denmark	+46 (0) 42-28-47-78	Spain	+34-93-246-67-77
France	+386-1-369-1010	Slovenia	Domestic toll free 080-1300 +386-1-369-1010 (International)
Germany	+49 (69) 269-56-720 / 721	Sweden	+386-1-369-1010
Greece	+386-1-369-1010	Switzerland	+41 (44) 212-63-93
Israel	+972-3-52-23-161	Turkey	+386-1-369-1010
Kosovo	+381 (0) 38-24-6746	Ukraine	+386-1-369-1010
Macedonia	+389 (0) 2 3117-009	United Kingdom	+386-1-369-1010

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

Call Centre	+30-210-6261000	Greece	801-11-20000
Austria	+43 (0) 1700735915	Italy	+39 0697150532-33
Belgium	+32 (0) 27534710	Russia	+7-495-234-65-00
Cyprus	+357-22654000	Spain	+34-93-550-0550
France	+33 (0) 170031323	Turkey	+90-212-373-5858
Germany	+49-69-238563-0	United Kingdom	8712000040



Antigua & Barbuda	+1-268-462-1147 (toll-free +1-800-744-2472)	Cuba	24 hours a day 537-8363226
Argentina	(toll-free 0800-444-2007)	Czech Republic	1-514-393-3333 (regular toll charges apply)
Aruba	1-800-744-2472	Denmark	+45-3311-4555 (toll-free 1-888-760-0020)
Australia	+61-2-8248-5757 (toll-free 01-300-655-767)	Dominican Republic	(toll-free +1-800-010135)
Austria	43-1-585-363040	Ecuador	20-2-575-8402
Bahamas	(toll-free +1-888-247-2262 within the Bahamas) +242-377-1029 (local number)	Egypt	+45-3311-4555
Bahrain	973-17-828-771 / 774	Estonia	+254-20-2105-348 / 349
Barbados	+1-246-428-5077 (toll-free +1-800-744-2472)	Ethiopia	+45-3311-4555
Belgium	+32-070-220-100	Finland	0825-880-881 (Indigo number - 0.15€/min taxes included)
Bermuda	1-888-247-2262	France	+49-69-27115-111 (toll-free 1-866-931-2021)
Botswana	27-21-422-3232	Germany	00800-39-12-91-998
Brazil	(toll-free 5511-3254-6600)	Grand Cayman	800-744-2472
Canada	(toll-free +1-888-247-2262)	Greece	+590-211-277
Chile	(toll-free 800-400-142)	Grenada	509-2810-5857
China	+86-400-811-2001 HKG +852-2-867-8111	Guadeloupe	1-514-393-3333 (regular toll charges apply)
Colombia	1-800-952-0337	Haiti	Delhi & Haryana 91-11-4717-2900
Costa Rica	(toll-free 0-800-052-1988)	Hungary	
		India	

	Outside Delhi & Haryana		
	1-800-102-8182		
Indonesia	62-21-83780670	Norway	+45-3311-4555
Ireland	1-800-709900	Pakistan	92-21-356-77395/ 77212/ 54933
Israel	+972-3-607-2111	Panama	(toll-free 00-800-052-1215
Italy	+39-06-835-14-955		24 hours a day)
Jamaica	800-677-2485	Paraguay	+595-21-448917
Japan	+81-3-5405-8800	Peru	(toll-free 0800-52-073)
	(0120) 048048 (free number in Japan)	Philippines	+63-2-840-4626 to 29
Jordan	1-514-393-3333	Poland	(48) 22-696-85-21
	(regular toll charges apply)	Portugal	1-514-393-3333
Kenya	(254) 20-2105-348 / 349		(regular toll charges apply)
Korea (South)	+82-2-3788-0100	Puerto Rico	(toll-free 1-888-247-2262
Latvia	+45-3311-4555		24 hours a day)
Lebanon	+961-1-811-690 / 1 / 2 / 3	Qatar	1-514-393-3333
Lesotho	+27-21-422-3232		(regular toll charges apply)
Lithuania	+45-3311-4555	Russia	Moscow +7-495-771-6471,
Luxembourg	31-20-405-5250		St. Petersburg 7-812-740-3820
Malaysia	+60-3-2141-3080	Saudi Arabia	Dharan (966) 3-8822602
Malta	39-06-6501-1462 / 0991		Riyadh (966) 1-4772228
Martinique	+596-21-1277		Jeddah (966) 2-2632996
Mexico	(toll-free 01-800-719-2827	Singapore	Dammam (966) 3-8356000
	within Mexico)	South Africa	6567373166
Namibia	+27-21-422-3232	Spain	+27-21-422-3232
Netherlands	0800-022-9769	Sri Lanka	+34-91-458-5568 / 5571
New Zealand	+64-9-969-7470	St. Lucia	94-11-254-2875-77
		St. Maarten	+1-800-744-2472
			52-55-9138-0280

	868-669-0641 / 4016
Sudan	+254-20-2105-348 / 349
Swaziland	+27-21-422-3232
Sweden	+45-3311-4555
Switzerland	0848-247-226
Taiwan	+886-2-2511-7799
Tanzania	+254-20-2105-348 / 349
Thailand	+66-2-670-0400
Trinidad & Tobago	868-669-4279
Turks & Caicos	(toll-free +1-866-931-2012)
Uganda	+254-20-2105-348 / 349

Ukraine	1-514-393-3333 (regular toll charges apply)
UAE	971-4-2112-537
United Kingdom	0871-220-1111 (10p per min. plus network extras)
United States	(toll-free +1-888-247-2262)
Uruguay	(toll-free 000-405210083 24 hours a day)
Venezuela	(toll-free 0-800-100-4918)
Vietnam	1-514-393-3333 (regular call charges apply)

 **Air China (CA)** www.airchina.com.cn/en/index.shtml

Australia	+61-2-96696606 +61-2-92327277
Austria	+43-1-5868008
Canada	+1-416-581-8833 +1-800-882-8122
China	+86-10-95583
Denmark	+45-33149222
Europe	+800-86-100-999
Finland	+358-9-6818990

France	+33-1-42666688 +33-1-42661658
Germany	+49-69-27137934 / 8 / 9
Greece	+30-2107220630
Hong Kong	+852-39709000
India	+91-11-43508888
Indonesia	+62-21-579385-78 / 79 / 80
Italy	+39-06-8552249 +39-06-8552758
Japan	+81-1-20474999

Korea (South)	+82-2-7746886
Kuwait	+96-5-2438568
Malaysia	+603-21661999
	+603-87871890
Mongolia	+976-11-452544 / 7 / 8
Myanmar	+95-1-50-5024
	+95-1-500952
Nepal	+977-1-4440650 / 1
New Zealand	+64-9-3797696
Pakistan	+92-21-430-1801 / 2 / 3 / 4 / 5
Russia	+7-495-9805768
	+7-495-5782725
Singapore	+65-622-52177

Spain	+34-91-5489032
Sweden	+46-8-4400129
	+46-8-53482502
Switzerland	+41-44-2136080
Taiwan	+886-2-27182100
Thailand	+66-(0)21081888
	+66-(0)21081890
Turkey	+90-2122965342
	+90-2122964786
UAE	+97-1-42718555
United Kingdom	+44-20-77440800
United States	+1-800-882-8122
Vietnam	+848-38233888

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

Australia	(toll free) 132-476
Austria	(toll free) 0-800-295-838
Belgium	(toll free) 0-800-79-586
Canada	English 0-800-663-5494;
	French 0-800-799-5494;
	Vancouver +1-604-606-0150
China	Beijing +86-10-6587-0000;
	Shanghai +86-21-2325-3333;
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Denmark	(toll free) +800-17-055
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Finland	(toll free) 0-800-113-282
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India	New Delhi +91-11-23730864
	Mumbai +91-22-26817910
	Chennai +91-44-28586868

Ireland	(toll free) 1-800-551-447	Philippines	+632-884-8097
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Italy	800-876-126	Russia	+7-495-744-0490
Japan	Tokyo, Chiba, Saitama, Kanagawa +81-3-5521 2727 (toll free) 0-120-300-747 rest of Japan	Samoa	+685-20825
Korea (South)	+82-2-737-4025	Singapore	+65-6734-5595
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Malaysia	+603-2715-5020	South Africa	+27-11-289-8036
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India	+49-69-9210-190
Indonesia	+91-11-2565-4001 / 2
Japan	+62-21-571-2345 0570-082-555 or +81-03-5812-6600

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or +82-2-2669-8000
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New Zealand +64-9-308-3359
Pakistan +922-1-568-0620
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Bosnia & Herzegovina +387-33-259-910
Bulgaria +359-2-806-1
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China +86-4008-810-770
Croatia +385-1-6265-900

Cyprus +357-22873330
Czech Republic +420-227-231-231
Denmark +45-70-11-30-00
Egypt local hotline 19380; 2-02-19380
Estonia +371-6-7507700
Finland 0-20-795-9010
France within France: 0-820-816-816
Georgia 995-32-24-33-24
Germany +49-180-300-520
Greece +30-801-11-26026
Hungary +36-1-411-9940
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Iran +98-21-833-88

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Israel	+1-80-937-1-937
Italy	+39-2-896-34-296
Japan	(toll free) 0120961786
Jordan	+962-5-200-180
Kazakhstan	+7-7172-595-8888
Korea (South)	+82-2-3788-140
Latvia/Estonia	+371-67507700
Lebanon	+971-4-211-25-38
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Norway	local number 815-21-052

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Sweden	local hotline 0-770-82-73-73
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Paraguay	009-800-511-8222
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Belgium	Base: 0902-51600; FTL: +32-2-723-24-20; SEN: +32-2-723-24-30; HON: +32-2-723-24-40; Africa: +32-2-723-24-50	Guinea	Base: +30-210-6175-350; FTL: -275; SEN/HON: -270
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Sweden Base/FTL: +46 (0) 86-11-59-30;
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FTL: +41 (0) 848-85-9000;
SEN: -6000; HON: -3000
Uganda +256-41-423-4201
Ukraine +38 (0) 44-4-90-38-00
United Kingdom Base/FTL: 0871-945-9737;
SEN: +44 (0) 20-8750-3509;
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	Cali (572) 660-1000	Haiti	+33 (0) 158-22-20-00
	Cartagena (575) 665-8495		+49 611-26767-70
	Cucuta 0180-0011-2600	Honduras	Guatemala (502) 2312-5410
	Leticia 0180-0011-2600		Port Au Prince (509) 2940-2326;
	Medellin (574) 352-4400	India	(509) 2940-2327; (509) 2223-2327
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	San Andres 0180-0011-2600	Jamaica	Tegucigalpa (504) 2220-5220
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Korea (South)	0082 (02) 3194555	Singapore	0027 (11) 88 04126/9; 0027 (11) 880 4834
Kuwait	00965-224-39576 / 39620 / 60957 / 60950 [+965-22460 95617]	South Africa	0034 (091) 548-8645 / 548-8645; (93) 302-3148 / 7312
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Sweden	0046 (86) 636558	UAE	(AUH) 00971-02-6344777/2333;
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Egypt	8002244444	Saudi Arabia	8008020-0048
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France	0800901031	Thailand	18001562069708
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Estonia	+372-6-314-444	Lebanon	+961-1-347-005
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Finland	+358-2-0358-358	Luxembourg	900-73-055 valid within Luxembourg
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Germany	+49-1805-805-805	Malta	+356-249-342
Ghana	+233-21-221-086	Mexico	+52-1-55-5230-0000
Greece	+30-1-617-5200	Montenegro	+38-111-303-4741
Haiti	+509-225-608	Morocco	+212-2-312-402
Hungary	+36-1-411-9900	Myanmar	+95-1-75-936
Iceland	+354-1-690-100	Namibia	+264-61-226-662
India	+91-11-2372-4200	Nepal	+977-1-223-052
Indonesia	+62-21-570-2005	Netherlands	0900-1234-777
Iran	+98-21-873-8701	New Zealand	0800-945-220

Nigeria	+234-1-266-4430
Norway	+22-33-09-00
Oman	+968-796-692
Pakistan	+92-21-568-5811
Paraguay	+595-21-447-962
Peru	+51-14-424-466
Philippines	+63-2-810-4596
Poland	+48-22-338-1300
Portugal	+351-707-782-782
Puerto Rico	(toll-free within USA +1-800-645-3880)
Romania	+40-212-0484-10
Russia	+7-812-320-1000
Serbia	+38-111-303-4741
Singapore	+65-6245-5600
Slovakia	+421-23-222-3222
South Africa	+27-861-842-538
Spain	+34-902-883-882
Sudan	+249-183-771-322
Sweden	+46 (0) 770-111-010

Switzerland	ex German canton 0900-900-922 ex French canton 0900-900-933
Switzerland	+41-1-447-9966
Syria	+963-11-221-1165
Taiwan	+886-2-23258861
Thailand	+66-2-264-2400
Tunisia	+216-1-707-344
Turkey	+90-212-354-8888
Ukraine	+38-44-490-3800
UAE	+971-4-343-2121
United Kingdom	+44-871-945-9747
United States	(toll-free within USA +1-800-645-3880)
Uruguay	+598-2-901-2816
Uzbekistan	+998-71-120-7401
Venezuela	+58-212-210-2100
Vietnam	+84-8-829-8529
Yemen	+967-1-213-400
Zambia	+260-1-221-063
Zimbabwe	+263-4-793-861



Scandinavian Airlines (SK) www.flysas.com/

Australia	+61-2-8915-1915
Austria	+37-2-680-4310
Belgium	+32-2-643-6900
China	+86-10-8527-6100

Croatia	+3726804328
Czech Republic	+3726804328
Denmark	+4570102000
Egypt	+20-2-575-3955

Estonia	+372-166-63	New Zealand	(within Netherlands only)
Finland	+358 (0) 6000-25831	Norway	+64-9-9-77-2214
France	0-825-325-335 (only available within France) +33-1-46-93-2825	Poland	+47-915-05400
Germany	+49-1-805-22-1195	Romania	+48-22-8500-500
Greece	+30-210-9605-440	Russia	Moscow +7-495-961-3060, St. Petersburg +7-812-326-2600
Hong Kong	+852-2865-1370	Singapore	+65-6735-2622
Hungary	+372-680-4328	Slovakia	+421-372-680
Iceland	See Estonia	Spain	+34-902-3770-37
India	+91-22-842-681	Sweden	+46-8-797-4000 (within Sweden 0770-727-727)
Ireland	+353-1-844-5440	Switzerland	+41-848-117-100
Israel	+972-3-510-1181	Taiwan	+886-2-2545-5665
Italy	+39-02-72-01-1156	Thailand	+66-2645-8200
Japan	+81-3-5400-2331	UAE	+971-4-316-6505
Korea (South)	+82-2-752-5121-4	United Kingdom	+44-208-990-7159
Latvia	+37-1-672-055-77	United States	+1-800-221-2350
Lithuania	+370-5-230-6638		
Luxembourg	+352-2456-5014		
Netherlands	0900-7272-4368		

 **Shenzhen Airlines (ZH)** <http://global.shenzhenair.com/zh/main.jsp>

China	+86-755-95080 Within China: 95080	Korea	+82-27746886
Japan	Osaka: +81-6626-35333 Tokyo: +81-3525-10858	Taiwan	+886-227182100
		Hong Kong	+852-25452345

Argentina	+54-11-43252237	France	0-821-230-380 (within France)
Austria	+43-1513-46-55		+33-153-65-79-06 (International)
Australia	(toll-free) 13-10-11	Germany	+49-69-719-5200
Bahrain	+973-17213054	Greece	+210-9222192
Bangladesh	+8802-88-11-504	Hungary	+36-1-345-1570
Belgium	+31-88-1-618-618	Iceland	+354-505-0100
Bolivia	+591-365521	India	AMD: +91-79-30012828
Brazil	+55-11-31790886		BLR: +91-80-22867870
Brunei	+673-2-244-901 / 2		BOM: +91-22-22022747
Cambodia	+855-23-426-808		CCU: +91-33-23675417
Canada	(toll-free) +1-800-663-3046		DEL: +91-124-4310999
	604-689-1223 (within Canada)		MAA: +91-44-45921921
Chile	+56-2-376-9042	Indonesia	JKT: +62-21-52-997-888
China	BJS +86-10-6505-2233		DPS: +62-361-9368388 / 9
	CAN +86-20-8755-6300		+39-06-4785-5360
	SHA +86-21-6288-7999	Italy	
	Hong Kong +852-2520-2233	Japan	+81-3-3213-3431
Colombia	+57-1-6234299	Korea (South)	+82-2-755-1226
Costa Rica	+506-22342223	Kuwait	+965-2225-8230
Cyprus	+357-22-588-191	Malaysia	+603-2-692-3122
Czech Republic	+420-222-220-210	Maldives	+960-3310031
Denmark	+45-3-314-3456	Malta	+356-21347401-5
Egypt	+202-3749-2879	Mauritius	+230-2087695 / 6 / 7
		Mexico	+52-55-55258787

Netherlands 0-900-1-618-618 (within Netherlands, Euro 0.25/minute)
+31-88-1618618 (International)

New Zealand 0800-808-909 (within NZ)
+64-9-379-3209 (International)

Oman +968-24791233

Panama +507-648623

Papua New Guinea +675-3212888

Peru +51-479798

Philippines +63-2-756-8888

Poland +48-22-6254352

Qatar +974-4995700

Russia +7-495-775-3087

Saudi Arabia +966-9200-18081

Singapore +65-6223-8888

South Africa JNB: +27-11-880-8560
CPT: +27-21-674-0601

Spain 902-380-777 (within Spain)
+34-934-873-908 (International)

Sri Lanka +94-11-2499699

Switzerland 0900-88-18-18 (CHF 0.50/min.)

Taiwan +886-2-2551-6655

Thailand +66-2-3536000

Turkey +90-212-463-1800

Ukraine +38-044-4659388

UAE AUH: +971-2-622-1110
DXB: +971-4-3166888

United Kingdom 0844-800-2380 (within UK)
+44-208-961-6993 (International)

United States (toll-free +1-800-742-3333)

Venezuela +58-212-7629904

Vietnam HAN: +84-4-3826-8888
SGN: +84-8-38231588

 **South African Airways (SA)** www.flysaa.com/

Angola +244-222-015-779

Argentina +5411-4319-0099

Australia +61-1-300-435-972

Austria +43-1-587-1489

Bahrain +97317551714

Belgium +31206-55-11-77

Benin +229-21-31-84-08/21-31-46-45

Botswana +267-390-2210

Brazil +55-11-3065-5115

Bulgaria +90-212-251-6130

Canada +1-800-722-9675
Cape Verde +238-241-1358
Chile +56-2-376-9040
China +86-10-6595-0066
Hong Kong +852-2877-3277
Colombia +57-1-620-3515
Cyprus +35-75-340-030
Czech Republic +420-234-723-240
Dem. Rep. of Congo +243-81-700-5908
Denmark +45-3314-3031
Egypt +20-2-2579-5008
Ethiopia +251 (0) 11-5-537880 / 1
Finland +45-3314-3031
France +33-825-800969
Gabon +00-241-724-194
Germany +49-69-299-803-20
Ghana +233 (0) 30-278-3676 / 7 / 8
Greece +30-210-9600-942 / 3
Hungary +36 (1) 999-1490
India Ahmedabad +91-79-6562174/26465974
Bengaluru +91-80-2224- 4623
Chennai +91-44-28226149/28226150
Kolkata +91-33-2287-

5207/2287-5196
New Delhi +91-11-43513131/91-11-3354422
Mumbai +91-22-2282-3450/2282-3451/2284-2237
+62-818-785155
Indonesia +44-871-722-1111
Ireland +972-3-795-1344
Israel +39-0243458381 / 82
Italy +225-20-30-10-20
Ivory Coast +813-3470-1901
Japan +254-20-224-7342
Kenya +82-2775-4697
Korea (South) +965-242667
Kuwait +266-310662
Lesotho +265-1-620-617
Malawi +603-2141-7456
Malaysia +230-202-6737
Mauritius +52 (55) 5661-4742
Mexico +258-1-420740
Mozambique +264-61-273340
Namibia +31 (0) 20-6-55-11-77
Netherlands +64-9-977-2237
New Zealand +23412702681-5 ext. 109 / 110 / 111 / 112
Nigeria +45-3314-3031
Norway

Oman	+968-24700797
Peru	+511-444-4441
Philippines	+632-884-8129
Poland	+48-22-455-3824
Portugal	+351-21-781-74-70
Russia	+7-4959-375953 ext. 103
Saudi Arabia	+966-1-4633133 ext. 3120
Senegal	+221-33-869-4000
Singapore	+65-62277911
South Africa	+27-11-978-1111
Spain	Barcelona +34934877285 Madrid +34912960420
Sri Lanka	+94-4-1-430707
Sweden	+45-3314-3031

Switzerland	+49-69-29-98-03-20
Taiwan	+886-2-2503-9393
Tanzania	+255-22-2117044-7
Thailand	+662-635-1410
Turkey	+90-2122965420
Uganda	+256-41-4345772/ 3 / 5
Ukraine	+38-44-490-65-01
UAE	Dubai +971 +4-3970-766 Abu Dhabi +971 +2-6780-038
United Kingdom	+44-871-722-1111
United States	+1-800-722-9675
Zambia	+260-211-271-031
Zimbabwe	+263-912-135-590-7

 **SWISS (LX)** www.swiss.com

Austria	+43 (0) 810-810-840
Belgium	+32 (0) 78-15-53-19
Bulgaria	+359 (0) 2-930-4255
Canada	+1-877-359-7947
China	Shanghai +86-4008-820-880 Hong Kong +852-300-213-30
Czech Republic	+420-234-008-229

Denmark	+45-70-105-064
Finland	+358-9-693790-34
France	+33 (0) 892-232-501 (EUR 0.34/min)
Germany	+49 (0) 1805-110-036 (EUR 0.14/ min, mobile max. EUR 0.42/min)
Hungary	+36-1-411-9950
India	+91-2267137200

Ireland	+353-1-890-200-515
Israel	+9723-513-9000
Italy	+33-848-868-120
Luxembourg	+352-34-20-808-370
Netherlands	+31 (0) 900-202-0232
Mexico	+01-800-901-3000 (local number)
Norway	+47-810-00-012
Poland	+48-22-520-3456
Portugal	+351-808-200-487
Romania	+40-21-312-0238
Russia	+7-495-937-77-67
	+7-495-937-77-60

	for First class, HON, SEN members
Serbia	+381-113030-140
Singapore	+65-6-823-20-10
Slovakia	+421-232-223-255
Slovenia	+381-113030-140
South Africa	+27 (0) 860-04 / 05/ 06
Spain	+34-901-116-712
Sweden	+46 (0) 8-587-704-45
Switzerland	+41 848-700-700
Turkey	+90-212-354-9919
United Kingdom	+44-845-601-0956
United States	+1-877-359-7947

TAM TAM (JJ) www.tam.com.br/

Argentina	0-810-333-3333
Brazil	55-11-4002-5700
Chile	56-2-6767-900
France	33-1-5353-8000
Germany	0800-000-11-65
Italy	1-99-15-1145
Paraguay	(595 21) 6590 223 / (595 21) 6590 0313
Spain	900-900-354
Uruguay	000-4019-0223
Venezuela	0800-100-8586
United Kingdom	+44 (0) 208-741-2005

United States	1-888-2FLYTAM
TAM Viagens, use the following numbers	(11) 3068-7979
TAM Cargo, use the following numbers	
Sao Paulo	(11) 5582-9323 / 7430
Other locations	0300-115-9999
TAM Executive Aviation, use the following numbers:	
General phone	(11) 5582-8711
Call Centre	4002-7000

Angola	+244-222-632000	Italy	+39-02-6968-2334
Austria	+43-810810807 / 0-810810807 local number	Luxembourg	+352-24647133
Belgium	+32-272-03077	Morocco	00211-0011 / 8887041281
Brazil	+300-210-6060 / 1121311200 local number	Mozambique	+258-21303927/8 / 258-21303879 / 258-821303928 / 846409426
Canada	1-800-221-7370	Netherlands	0900-263-5827 (only available within Netherlands)
Cape Verde	+2413129/1195-SID, 2615826- RAI, 2328050-VXE all are local numbers	Norway	+47-8-100-0015
Denmark	+45-7010-5068	Portugal	+351-707-205-700
Finland	+358-9-6937-9728	Sao Tomé	+239-2-222307
France	0-820-319-320 (only available within France)	Senegal	+221-33-8494737
Germany	0180-300-0341 (only available within Germany)	Spain	+34-901-11-6718
Greece	210-325-1711 (only available within Greece)	Sweden	+46-8-5877-0455 / 0-858770455 Local number
Guinea-Bissau	+245-5603131 / +245-3201359	Switzerland	+41-44-800-9652
Ireland	+353-16569162	United Kingdom	+44-845-601-0932 / 0-8456010932 Local number
		United States	1-800-221-7370
		Venezuela	+58-212-9515508/0511

Australia	General 1300-651-960 (within Australia) +61-2-9844-0999	Nepal	+977-1-422-1247
Austria	+43-1-586-8309	New Zealand	+64-9-377-3886
Belgium	+32-2-502-4744	Norway	+47-23-11-88-88
Brunei	+673-2-242-991 / 2 / 3	Oman	+968-24-70-59-34
Cambodia	+855-2321-4359	Pakistan	+92-51-227-2140 / 4
China	(BJS) +86-10-8515-1142 (SHA) +86-21-3366-4000 Hong Kong +852-2179-7777	Philippines	+63-2-580-8424
Denmark	+45-33-75-01-20	Russia	+7-495-647-1082
France	+33-1-5568-8070	Singapore	+65-6210-5111
Germany	+49-69-9287-4444	South Africa	+27-11-268-2580
Greece	+30-210-969-2010	Spain	+34-9-1782-0520 / 22
India	+91-11-4149-7777	Sri Lanka	+94-11-2307100 / 8
Indonesia	+62-21-230-2551 / 2	Sweden	+46-8-5988-3600
Italy	+39-6-4-781-3304	Switzerland	+41-44-215-6500
Japan	+81-3-3503-3311	Taiwan	+886-2-8772-5111
Korea (South)	+82-2-3707-0011	Thailand	General +662-356-1111
Kuwait	+965-242-1444	Turkey	+90-212-334-2950
Laos	+856-21-222-527 / 8 / 9	UAE	+971-4-266-5498
Malaysia	+603-2034-6999	United Kingdom	+44-844-561-0911
Myanmar	+95-1-255-499	United States	(toll-free) +1-800-426-5204 +1-310-640-0097
		Vietnam	+84-8-3822-3365



Turkish (TK) www.thy.com/

Australia	1-800-750849	Norway	1-809-453174
Austria	0810-222849	Russia	8-800-7006161
Belgium	026200849	South Africa	+27-115-78-80-04
Denmark	+45-33-14-40-55	Sweden	0851-999849
France	0-825-800-902	Switzerland	+41-848-444-849
Germany	+49-180-5849-266	Turkey	+90-212-444-0-849 +90 850-333-0-849
Israel	1-809-453174	United Kingdom	+44-844-800-66-66
Italy	+39-051-3764222	United States	1-800-874-8875
Netherlands	+31-20-405-96-36		



United Airlines (UA) www.united.com/

Argentina	0800-333-0425	Canada	1-800-UNITED-1
Aruba	800-1507		+1-800-864-8331
Australia	(toll-free) 131-777	Cayman Islands	800-UNITED-1
Bahamas	800-UNITED-1	China	Beijing: 8686-10-8527-6686 010-8527-6686 (toll-free) 400-650-6686
Bahrain	973-1713-1288		Shanghai 400-650-6686
Barbados	1-800-534-0089		Hong Kong +852-3198-5777
Belgium	02-2-0088-68	Colombia	01-800-944-0219
Belize	0800-266-3822;501-822-1062	Costa Rica	0800-44-0005
Bermuda	800-UNITED-1	Curacao	001-UNITED-1
Bonaire	0101-001-800-UNITED-1		
Brazil	0800-16-2323 Sao Paulo (11) 3145-4200		

Denmark	+45-8-035-8100		
Dominican Republic	Santo Domingo (809) 262-1060 Other regions (toll-free) 1-200-1062	Jamaica	Rome 06-66-05-30-30 800-United-1
Ecuador	(toll free) 1-800-222-333 Quito (local) (593) 2-225-0905	Japan	(toll-free within Japan) +1-2011-4466 +81-3-3817-4411
El Salvador	800-6153; 503-2-207-2040		
Fiji	679-672-6044 011-1-800-UNITED-1	Kosrae	(691) 370-3224
Finland	(toll-free) 0800-96-070	Kuwait	+965-2295-8900
France	01-71-23-03-35	Luxembourg	21-415-9102
Germany	01803-212610	Malaysia	(60) 3-2142-4751
Greece	00-800-441-4-3592 (Mobile/Cell users) 2111-76-8888	Marshall Islands	Kwajalein (805) 355-1013 Majuro (692) 625-3209
Guam	(671) 647-6453		(toll-free, all cities) 01-800-900-5000
Guatemala	1-801-81-26684 502-2385-9610	Mexico	52-83-55-00
Honduras	San Pedro Sula 557-4141 502-2385-9610	Mexico City	02-0346-9381
India	New Delhi (95) 124-4315500 other regions (0) 124-4315500	Netherlands	800-UNITED-1
Indonesia	Denpasar (Bali Island) (62) 361-768-358	Netherlands Ant.	0800-747-400
Jakarta	(062) 21-837-80-607	New Zealand	(505) 22-76-81-29
Ireland	1-890-925-252	Nicaragua	+47-800-8-4110
Israel	03-511-67-77	Norway	(680) 488-2448 / 1029
Italy	Milan 02-69-63-32-56	Palau (Koror)	00-800-044-0001
		Panama	011-800-044-0001 (507) 265-0040
		Paraguay	Asuncion 595-2161-2319 595-2149-6118
		Peru	0800-700-30; (511) 712-9230

Philippines	Manila (632) 844-8272 Cebu (6332) 255-7533 (691) 320-2424 / 5
Pohnpei	21-415-9102
Portugal	800-UNITED-1
Puerto Rico	+810-8002290-1044 (toll free within Moscow)
Russia	7-499-272-1602
Saipan	+65-6-873-3533
Singapore	+65-6-873-3533
South Korea	(82) 2-756-3792
Spain	900-96-1266 (cell phone) 91-453-4364
St. Thomas, St. Croix	800-UNITED-1
Sweden	+46-8-2055-0777

Switzerland	Swiss German 044-800-9212 Swiss French 022-417-7280
Taiwan	+886-2-2325-8868
Thailand	+66-2-353-3939
Trinidad & Tobago	800-461-2744
Truk (Chuuk)	(691) 300-2424
UAE	800-0-441-5492
United Kingdom	+44-845-844-4777
United States	1-800-United-1; +1-800-864-8331
U.S. Virgin Islands	800-UNITED-1
Uruguay	+598-2-901-3370
Venezuela	0800-100-3198
Vietnam	+84-8-823-4755
Yap	(691) 350-2702 (691) 350-2788

 **US Airways (US)** www.usairways.com/

Aruba	Within Aruba: 800-1580
Austria	Within Austria: 08-1000-1172
Belgium	Within Belgium: 07-815-0026
Belize	Within Belize: 800-622-1015
Bermuda	Within Bermuda: 1-800-622-1015
Brazil	0-800-761-1114

Costa Rica	0-800-011-0793
Dominican Republic	800-622-1015
Denmark	80-60-48-55
Finland	080-09-8873
France	0-810-63-22-22 (only available within France)
Germany	Within Germany: 0180-300-0609

Greece 00800-4414-3810

Ireland Within Ireland: 1890-925-065

Israel 03-754-8400

Italy Within Italy: 8488-1-3177

Mexico 1-800-428-4322

Netherlands Within Netherlands:
020-201-3550

Norway 800-188-63

Portugal Within Portugal: 808-200-958

Spain Within Spain: 901-117-073

Sweden 0850-163-427

Switzerland 0844-805-213

United Kingdom Within the UK: 0845-600-3300

United States Within USA: 800-428-4322

**West Indies
& Virgin Islands** 800-622-1015

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 and LH/OS and between SN and LH.

Availability Display

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

Example for flights from London Heathrow to Bangkok:

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

*A: Indicator to obtain Star Alliance availability

BOOKING CLASS ALIGNMENT

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

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

Star Alliance Members	FIRST	FIRST CODE	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE
 Air China (CA)	First Class	F, A, O	Business Class	C, D, Z	Economy Class	Y, B, M, H, K, L, Q, G, S, V, U, W, T, E
 Air New Zealand (NZ)	No service		Business Class	C, D, Z, J	Economy Class	Y, B, M, H, Q, V, W, L, S, G, K
Premium Economy	No service		No service		Premium Economy	U, E, O, A
 ANA (NH)	First Class	F, A	Business Class	C, Z, J, D	Economy Class	Y, E, B, M, S, K, H, W, L, G
 Asiana Airlines (OZ)	First Class	F, A	Business Class	C, D, Z, J	Economy Class	Y, B, M, H, E, Q, K, S, V, L, W, T
 Austrian (OS)	No service		Business Class	C, D, J, Z, I, R	Economy Class	Y, B, M, H, Q, X, G, V, W, N
 Avianca, Taca Airlines (AVTA)	No service		Business class	C, J, D, I, R	Economy Class	Y, B, M, H, Q, V, A, E, G, K, L, O, P, Z, W, S, T, U, N, X

Star Alliance Members	FIRST	FIRST CODE	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE
 Blue1 (KF)	No service		No service		Economy Class	E, M, H, Q, V, W , U, K, L, T, O, G, X, N
	Premium Economy	No service	No service		Premium Economy	C, D, J, Z, Y, S, B, I, R, P
 Brussels Airlines (SN)	Short-haul	No service	Business class	J, C, D, Z, I	Economy	Y, B, M, H, K, Q, X, N, V, W , U, T, S, L, E
	Medium/long-haul	No service	Business class	J, C, D, Z, I	Economy	Y, B, M, U, H, Q, X, N, V, W , S, T, E, L
 Copa Airlines (CM)	No service		Business Class	C, D, Z, I, R	Economy Class	Y, B, M, H, Q, K, V, U, S, W , E, L, T, X, N

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

Star Alliance Members	FIRST	FIRST CODE	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE
 Scandinavian Airlines (SK)	No service		Business Class	C, D, J, Z, I, R	Economy Class	Y, S, B, E, M, H, Q, V, W, U, K, L, T, O, G, X, N
	Economy Extra	No service	No service		Economy Extra	Y, S, B, P
 Shenzhen Airlines (ZH)	International	First Class	F, A, O	Business class	C, D, I, R	International Economy Class Y, B, M, H, K, L, Q, G, S, X, N, V, U, W, T, E
	Domestic	First Class	F, P, A, O	Business class	C, D, I, R	Economy Y, B, M, H, K, L, J, Q, Z, G, V, W, T, E, U, S, X, N
 Singapore Airlines (SQ)	First Class	F, P, A, R	Business Class	Z, C, J, D	Economy Class	Y, E, B, M, W, H, Q, N, T, V
 South African Airways (SA)	No service		Business Class	C, J, Z, D, E, I, R	Economy Class	Y, B, M, K, H, S, Q, T, V, L, W, G, X, N

Star Alliance Members	FIRST	FIRST CODE	BUSINESS	BUSINESS CODE	ECONOMY	ECONOMY CODE
 SWISS (LX) Short-haul	No service		Business class	C, D, Z, J, I, R	Economy	Y, B, M, H, U, G, Q, K, V, L, W, X, N, T, P, E
	Long-haul	First Class	F, A, O	Business class	C, D, Z, J, I, R	Economy
 TAM (JJ) International	First Class	F, P, A	Business class	C, D, J, Z	Economy	Y, B, E, U, S, M, H, K, N
	Domestic	No service	No service		Economy	Y, B, E, U, S, M, H, K, G, Q, V, L, W, N
 TAP Portugal (TP)	No service		Business Class	C, D, Z, R	Economy Class	Y, B, M, H, Q, V, G, W, S, L, K, P, U, E, N
 Thai Airways International (TG)	First Class	F, A, P, O	Business Class	C, D, J, Z, I	Economy Class	Y, B, M, H, Q, G, T, K, S, V, W, X

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

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 ¹, 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:

¹ Exceptions apply to SQ.

Conditions: Voluntary

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

Conditions: Involuntary

- When an airline undergoes a schedule change or encounters an irregularity in accordance with the general provisions of IATA Resolution 735D, the Star Alliance member carriers agree to grant airport control (and thereby waive the endorsement requirement) for the following:
 - A.** non-restricted tickets;
 - B.** restricted tickets;
 - C.** frequent flyer redemption tickets.
- 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 if the amount exceeds US\$50;
- MCOs valued at less than US\$50 cannot be renewed. Cash payments against the MCO are not possible;
- 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.

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, LH, LO, OS, SK, SN, TG, UA as SSR TKT(-) element
 - Automated for CM, MS, NH, SQ and US as SSR TKN(-) element
 - Automated for AVTA and TP
 - Automated for NZ (procedural for paper tickets)
 - Automated for TK and OZ as OSI TKNO and SSR TKNE element
 - Automated for JP, SN, SA, LX as SSR TKNx element (x = A or M or E)
 - Automated for OU as SSR TKNx element (x = A or M or E)
 - Automated for CA, TG, ZH as SSR TKNE for ETKT numbers, while OSI TKNA, OSI TKNM, SSR TKNA or SSR TKNM for paper ticket numbers depending on specific requirements of the airlines in the ticketed itinerary.
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Prepaid Ticket Advice (PTA)

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

NOTE: AC, LO, LX and SK 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 benefits of interline e-tickets to the reservation/ticketing agents?

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

ISSUING

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

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

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

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

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

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

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

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

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

A: Some carriers have the ability to issue ID interline e-tickets. Within the Alliance, interline ID e-tickets are under development.

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. Within the Alliance, open segments in interline e-tickets are under development.

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 done 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 done 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, FD ORDORD or **FD ORDORD-RTW/A**(carrier code), **FSD SINSIN, FQ LAXLAX, 4FMIAMI**Arw-(carrier code), etc.

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

FQD BKKBKK, FQ SELSEL, FD SINSIN or **FDSINSIN-CTF**/(carrier code), **4FTYOTY**Oct-(carrier code), etc.

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

FQD AKLAKL, FDHKGHKG, or **FD HKGHKG-CTF** (carrier code), **FD LAXLAX-**, **4FSFOSFO**ct-(carrier code), etc.

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

FQD SELSEL, FQSESEL or **FD SELSEL-CTF**/(carrier code), **4FSESEL**ct-(carrier code).

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

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

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

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

SITA:

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

WORLDSPAN:

4FQMXQMYSR-(carrier code)

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

Conventions Plus = **CONVPLUS**

Africa Airpass = **STARAPAF**

Asia Airpass = **STARAPAS**

Brazil Airpass = **STARAPBR**

China Airpass = **STARAPCN**

Europe Airpass = **STARAPEU**

Japan Airpass

= **STARAPJP**

Micronesia Airpass

= **STARAPMI**

Middle East Airpass

= **STARAPME**

North America Airpass

= **STARAPNA**

South Pacific Airpass

= **STARAPSP**

Thailand Airpass

= **STARAPTH**



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			
UA	3	158 cm (62 inches)	32 kg (70 pounds)
NH	F class 3, C class 2	203 cm (80 inches)	32 kg (70 pounds)
NZ	3	158 cm (62 inches)	23 kg (50 pounds)
AC, AVTA, A3, CA, CM, ET, JP, KF, LO, MS, OU, OZ, SA, SK, TG, TK, US, ZH	2	158 cm (62 inches)	32 kg (70 pounds)
SQ	2	158 cm (62 inches)	23 kg (50 pounds)
LH, LX, OS, SN	3 or 2	158 cm (62 inches)	23 or 32 kg (50 or 70 pounds)*
JJ	2	158 cm (62 inches)	23 or 32 or 33kg

NOTE: Some carriers do not offer First Class. **AC, LX, NZ, SN:** no bags over 32 kg/70 lbs accepted as checked baggage. **CM, LH, LX, OS, SN:** First Class, 3 bags up to 32 kg each, Business Class 2 bags up to 32 kg each. **AC:** For travel to/from Japan, 2 free check bags at 23 kg (50 lbs), 158cm (62in). **AVTA:** For international flights, 2 X 32 kg / 70 lbs. For domestic flights, 2 pieces of a combined weight of 32 kg / 70 lbs. **JJ:** For travel within South America, 43kg per weight. For travel from South America to North America and Europe, 3 pieces of 32 kg each. For travel from North America to South America and Europe to South America, 3 pieces of 23 kg each. **MS:** For travel within Egypt, 1 piece with max. 32 kg, 158 cm. **SK:** Economy Extra Class counts as Business Class. Econ. Extra allowed 2 x 23 kg, 158 cm. **TG:** The checked baggage policy by piece concept only applies to international sectors to/from USA/Canada. **TP:** Executive travel originating in OXB 2 pcs 20 kg or 1 pc 30 kg. All others 2 pcs 32 kg. **ZH:** Piece concept is only applicable to the transportation to/from Canada/USA/US Territories.

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

All carriers*	one additional piece		
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2. Economy

AC, A3, JP, KF, LH, LX, NZ, OS, OU, SK, SN	1	158 cm (62 inches)	23 kg (50 pounds)
NH	2	203 cm (80 inches)	32 kg (70 pounds)
AVTA, CA, CM, ET, LO, MS, OZ, SA, SQ, TG, TK, TP, UA, US, ZH	2	158 cm (62 inches)	23 kg (50 pounds)
JJ	2	158 cm (62 inches)	20 or 23 or 32 kg (44 or 50 or 70 pounds)

NOTE: AC: For travel between Canada to/from the Caribbean, Costa Rica, Europe, India, Mexico and within Canada - 1st bag free, 2nd bag fee applies. For travel to/from U.S. (incl. Hawaii, excluding Puerto Rico), fee applies for checked bag. For travel to/from Japan, 2 free checked bags at 23 kg / 50 lbs, 158 cm / 62 in. **AVTA:** For international flights, 2 X 23 kg / 50 lbs. For flights between Brazil-EU and Brazil-Canada, 2 X 32 kg / 70 lbs. For flights within Latin America and domestic flights, 2 pieces of a combined weight of 32kg / 70 lbs. **CA:** Max. dimension of both pieces may not exceed 273 cm. **CM:** For travel from/to Venezuela (except for Canada, Mexico and USA), two pieces for a maximum of 20kg each. For travel to/from Canada, USA, and Mexico (except Brazil) and between Mexico and Brazil, two pieces for a maximum of 23 kg each. For travel between USA/Canada and Brazil, two pieces for a maximum of 32 kg each. **JJ:** For Star Gold traveling in economy: For travel within Brazil and South America, an extra piece of 20 kg is allowed. For travel from North America to South America and from Europe to South America, an extra piece of 23 kg is allowed. For travel from South America to North America and Europe, an extra piece of 32 kg is allowed. **JP:** Between Europe and Canada/U.S./Mexico 1 pc with 23 kg max. dimensions 158 cm. **LH:** For travel origin Brazil 2 x 32 kg/70 lbs. **LX:** For travel origin Brazil 2 x 32 kg/70 lbs. Travel to/from Japan, East- West- and Central Africa 2 X 23 kg / 50 lbs. Travel Between South Africa and US/CA/MX 2 X 23 kg / 50 lbs. **MS:** For travel within Egypt only one piece with max. 23 kg, 158 cm. **NZ:** Premium Economy is allowed an additional piece.

OS: Charge applies to 2nd bag to and from certain destinations. Check with carrier for more information. No bags over 32 kg/70 lbs accepted as checked baggage.
SK: Allowance to/from U.S. 1 pc with 23 kg. Business allowed 1 extra piece 32 kg and 158 cm. Economy Extra, one extra piece at 23 kg, 158 cm. Charge applies to 2nd bag to and from certain destinations. Check with carrier for more information. **SN:** For travel AFR to/from EU 2 x 23 kg, AFR to U.S./Canada 2 x 23 kg, EU to U.S./Canada 1 x 23 kg, TLV to U.S./Canada 1 x 23 kg. **SQ:** The sum of length, width, height of the two pieces should not exceed 273 cm / 107 in. **TK:** For travel from Turkey to Brazil, 2 x 23 kg. For travel from Brazil to Turkey, 2 X 32 kg. **TG:** The checked baggage policy by piece concept only applies to international sectors to/from USA/Canada. **TP:** For travel between Europe (including Morocco and Algeria) and North America, 1 x 23 kg. For travel between Europe and Venezuela, Senegal, Ghana, Mali, Guinea-Bissau; Europe (except to/from Portugal) and Angola; Africa and South America (Brazil, Venezuela), North America; Between Brazil and Europe, 2 X 23 kg / 50 lbs. **UA:** For travel to/from Brazil Y class max. bag weight is 32 kg/70 lbs. Charge applies to 1st and 2nd checked bag to/from certain destinations, exceptions apply. Check with carrier for more information. **US:** Charge applies to 1st and/or 2nd checked bag to/from certain destinations. For travel to/from Brazil, max. bag weight is 32 kg/70 lbs. Check with carrier for more information. **ZH:** Piece concept is only applicable to the transportation to/from Canada/USA/US Territories.

Piece Concept	Number of Pieces	Maximum dimensions of each piece	Maximum weight of each piece
2.1. Star Alliance Gold (Economy)			
AVTA	one additional piece	158 cm (62 inches)	20 kg (44 pounds)
NH	one additional piece	203 cm (80 inches)	32 kg (70 pounds)
CM, SK, TP, UA	one additional piece	158 cm (62 inches)	32 kg (70 pounds)
AC, CA, ET, JP, KF, LH, LO, LX, MS, NZ, OS, OU, OZ, SA, SN, SQ, TG, TK, US, ZH	one additional piece	158 cm (62 inches)	23 kg (50 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. **CA:** For transportation between IATA Area 2 and Area 3, or within Area 3 (except CHN-JPN routes), only one piece is allowed. **KF, OU:** Baggage weight is according to booking class. C class is 32 kg, Y class is 23 kg. **NZ:** Premium Economy is allowed an additional piece. **SK:** For Star Gold travelling in economy: 3 pieces with 23 kg but to/from U.S.: 2 pieces with 23 kg. **ZH:** Piece concept is only applicable to the transportation to/from Canada/USA/US Territories.

3. Infants not occupying a seat

AVTA	1 + 1 fold up, collapsible stroller	158 cm (62inches)	10 kg (22 pounds)
A3	1 + 1 fold up, collapsible stroller	115 cm (45 inches)	32 kg (70 pounds)
NH	1 + 1 fold up, collapsible stroller	203 cm (80 inches)	as per adult allowance in booked class
NZ, OZ, ZH	1 + 1 fold up, collapsible stroller	158 cm (62 inches)	23 kg (50 pounds)
CA, CM, KF, LH, LO, LX, OS, OU, SK, SN, SQ, TG, TK, UA,	1 + 1 fold up, collapsible stroller	115 cm (45 inches)	23 kg (50 pounds)
US	2 + collapsible stroller at the gate	158 cm (62 inches)	23 kg (50 pounds)
AC (paid seat or not occupying a seat)	2 + collapsible stroller at the gate	158 cm (62 inches)	23 kg (50 pounds)
ET, MS, SA, TP	1 + 1 fold up, collapsible stroller	115 cm (45 inches)	10 kg (22 pounds)

NOTE: CM: If traveling with a stroller and a car seat, only one of these items will be permitted free of charge in addition to your regular (no charge) baggage. They will also be subject to all excess baggage fees depending on its size and weight. **LO:** Max. dimension of both pieces not to exceed 273 cm/107 inches. **MS:** For travel to/from USA and Canada 32 kg. **NZ:** Car seat and stroller travel free. **TG:** The checked baggage policy by piece concept only applies to international sectors to/from USA/Canada. **UA, US:** 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

Star Alliance Gold

All carriers	Extra 20 kg (44 lbs)
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Infants not occupying a seat

All carriers	10 kg (22 lbs) +1 fold up, collapsible stroller
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NOTE: NZ, SA: No bags over 32 kg /70 lbs. accepted as checked baggage. **LH, LX, NH, NZ, OS, SK, SN, US:** Do not offer the weight concept. Some carriers do not offer First Class. **SK:** Economy Extra Class counts as Business Class. **JP:** No bags over 45 kg / max. dimensions 178 cm accepted on checked baggage. **NZ:** Infants not occupying a seat - allowance as per adult allowance in booked class. **SQ:** Max. weight per piece is 32 kg/70 lbs. **TG:** Above table only applies for international sectors within TC3, between TC2 and TC3. For domestic sectors, 30 kg (66 lbs). For Business Class, 20 kg (44 lbs) and for Economy Class, 20 kg (44 lbs) extra for Star Alliance Gold members and 10 kg (22lbs) extra for ROP Silver members. **TK:** Max. weight per piece is 32 kg/70 lbs and max. dimensions for each piece is 115 cm. If the full First Class itinerary is on TK, baggage allowance is 60 kg. If the First Class flight completely operated by TK, baggage allowance is 60 kg. If the First Class flight with TK and connecting with a Star Alliance member airline, baggage allowance is 40 kg.

SPECIAL CHECKED BAGGAGE

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

ADRIA Adria Airways (JP)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes 1	No	Yes	Yes	WEAP	Max. 5 kg ammunition, separately packed from arms.
Archery Equipment	No	No	Yes	Yes	SPEQ	
Bike	No	No	Yes	Yes	BIKE	Limitations may apply on CRJ aircraft.
Bike - Tandem	No	No	Yes	Yes	BIKE + BULK or SPEQ	Limitations may apply on CRJ aircraft.
Bulk baggage	No	Yes	Yes	Yes	BULK / FRAG / XBAG	Several SSR codes can be used.
Cabin baggage in seat	No	No	Yes	Yes	CBBG	Max. 75 kg.
Firearms	Yes 1	No	Yes	Yes	WEAP	Max. 5 kg ammunition, separately packed from arms.
Fishing equipment	Yes 1	No	Yes	Yes	SPEQ	
Golf equipment	Yes 2	No	Yes	Yes	SPEQ	Max. 15 kg within FBA, HON/SEN/FQTV 1 set FOC in addition to FBA.
Hang gliders	No	No	Yes	Yes	SPEQ	
Kayaks	No	No	Yes	Yes	SPEQ	
Kite	No	No	Yes	Yes	SPEQ	
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Crate max. 125x75x85 cm and 80 kg including pet and food.

JP continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets in Cabin	No	No	Yes	Yes	PETC	Cats & Dogs only, limited number. Only 1 PETC on CRJ aircraft, crate max. 55x40x21 cm max. 8 kg.
Scuba Equipment	No	No	Yes	Yes	SPEQ	Oxygen bottles must be empty.
Service Animals	Yes	Yes	Yes	Yes	DEAF / BLND + PETC	
Skis/Snowboard	Yes 2	No	Yes	Yes	SPEQ	Max. 23 kg within FBA, HON/SEN/FQTV 1 set FOC in addition to FBA.
Small Surfboard less than 2 m/Wakeboard	Yes	No	Yes	Yes	SPEQ	
Surfboard/Windsurfer	No	No	Yes	Yes	SPEQ	Volumetric limitations may apply on CRJ aircraft. Max. 32 kg.
Wheelchair non powered	Yes	Yes	Yes	Yes	WCHx + WCMP	Volumetric limitations may apply on CRJ aircraft.
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	Yes	WCHx + WCBDB	Volumetric limitations may apply on CRJ aircraft.
Wheelchair with Wet Cell Batteries	NA	NA	NA	NA	NA	Spillable batteries (WCBW) not accepted on JP flights.

NOTE: 1 Hunting, sporting equipment only
2 If less than 23 kg and max. 140 cm


Aegean Airlines (A3)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	No	No	Yes	Yes	WEAP	Yes
Archery Equipment	No 1	No 1	Yes	Yes	SPEQ	Yes
Bike	No 1	No 1	Yes	Yes	BIKE	No
Bike - Tandem	No 1	No 1	Yes	Yes	BULK	No
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 1	Yes	Yes	BULK	No
Firearms	Yes	No	Yes	Yes	WEAP	Yes
Fishing equipment	No 1	No 1	Yes	Yes	SPEQ	Yes
Golf equipment	1 Free, second No	1 Free, second No	Yes	Yes	GOLF	No
Hang gliders	No 1	No 1	Yes	Yes	BULK	Yes
Kayaks	No 1	No 1	Yes	Yes	BULK	No
Kite	No 1	No 1	Yes	Yes	BULK	No, but recommended
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Yes in appropriate kennel
Pets in Cabin	No	No	Yes	Yes	PETC	Yes
Scuba Equipment	No 1	No 1	Yes	Yes	SPEQ	No
Service Animals	Yes	Yes	Yes	Yes	PETC	No
Skis/Snowboard	1 Free, second No	1 Free, second No 1	Yes	Yes	SPEQ	Yes

A3 continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Small Surfboard less than 2 m/Wakeboard	1 Free, second No	1 Free, second No	Yes	Yes	SPEQ	No, but recommended.
Surfboard/Windsurfer	No 1	No 1	Yes	Yes	SPEQ/BULK	No, but recommended.
Vaulting Poles	No 1	No 1	Yes	Yes	SPEQ/BULK	No
Wheelchair non powered	Yes	Yes	Yes	Yes	WCMP	No
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	Yes	WCBD	No
Wheelchair with Wet Cell Batteries	Not permitted	Not permitted	No	No	NIL	No

NOTE: **1** Sports equipment is free on domestic flights



Air Canada (AC)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	No	Yes	No		Max of 5 kg. Must be packaged separately from firearm. Declaration form required.
Archery equipment	Yes	No	Yes	Yes	SPEQ	Recommended, but not mandatory. Handling fee will apply.
Bike	Yes	No	Yes	Yes	BIKE	Recommended, but not mandatory. Handling fee will apply.
Bike - Tandem	Yes	No	Yes	Yes	BIKE	Recommended, but not mandatory. Handling fee will apply.
Bulk baggage	NA	NA	NA	NA	NA	Recommended, but not mandatory.
Cabin baggage in seat	Yes	No	Yes	Yes	CBBG	Cabin Baggage restraint net.
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	No	Yes	Yes	SPEQ	Recommended, but not mandatory. Handling fee will apply.
Golf equipment	Yes	No	Yes	Yes	SPEQ	Recommended, but not mandatory. Handling fee will apply.
Hang gliders	Not accepted	NA	NA	NA		Ship via Cargo only.
Kayaks	Not accepted	NA	NA	NA		Ship via Cargo only.
Kite	Not accepted if you mean Kite-Board	NA	NA	NA		Ship via Cargo only.
Pets as Checked Baggage (AVIH)	Yes	No	STAR Only	Yes	AVIH	Approved Kennel.

AC continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets in Cabin	Not accepted. Service animals only.	No	No	Yes	PETC	NA
Scuba Equipment	Yes	No	Yes	Yes	SPEQ	Tank must be empty. Gear must be suitably packed in a rigid or hard shell container. Handling fee will apply.
Service Animals	Yes 1	No	Yes	Yes	PETC	NA
Skis / Snowboard	Yes	No	Yes	Yes	SPEQ	Recommended, but not mandatory. Handling fee will apply.
Small Surfboard less than 2 m / Wakeboard	Yes	No	Yes	No		Recommended, but not mandatory. Handling fee will apply.
Surfboard/Windsurfer	Windsurfer not accepted	NA	NA	NA		Surfboard can be accepted on a standby basis — handling fee will apply. Windsurfers are not accepted — must be shipped via Cargo only.
Wheelchair non powered	In addition to free baggage allowance	NA	Yes	Yes	WCMP	No
Wheelchair with Dry Cell Batteries	In addition to free baggage allowance	NA	No	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 Wet Cell Batteries	In addition to free baggage allowance	NA	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 Birds not accepted in cabin as service animals

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	No	No	No			Max of 5 kg. Must be packaged separately from firearm. Declaration form required. Handling fee will apply
Archery equipment	No	No	No			Packaging required
Bike	Yes	Yes	Yes	No		Packaging required. Only 1 piece for 1 pax
Bike - Tandem	No	No	No			Ship via cargo
Bulk baggage	No	No	No			Packaging required
Cabin baggage in seat	No	No	No	Yes	CBBG	Packaging required. Maximum weight 75 kg, maximum 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.
Human remains (bone ash)	No	No	No	No		Packaging required
Kayaks	No	No	Yes	Yes	SPEQ	Packaging required. Handling fee will apply.
Pets in Cabin	No	No	No			
Pole	No	No	No	Yes	SPEQ	
Precision Instrument and Electrical Equipment	No	No	No	No		Packaging required. Handling fee will apply.
Scuba Equipment	No	No	No			Not allowed

CA continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Service Animals	Yes	Yes	Yes			
Skis / Snowboard	Yes	Yes	Yes	No		Handling fee will apply
Small Surfboard less than 2 m / 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			
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	No		
Wheelchair with Wet Cell Batteries	No	No	No	No		Packaging required

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	Yes	Yes	SSR-WEAPNZNN1	Securely packaged in quantities not exceeding 5 kg (11 lbs) gross per pax.
Archery equipment	Yes	Yes	Yes	No	Nil	Nil
Bike	Yes	Yes	Yes	Yes	SSR-BIKENZNN1	Yes. Handlebars fixed sideways. Pedals removed or padded. Chain wrapped. Bike wrapped in corrugated cardboard or in purpose-built bike container.
Bike - Tandem	Yes	Yes	Yes	Yes	SSR-BIKENZNN1	Yes. Handlebars fixed sideways. Pedals removed or padded. Chain wrapped. Bike wrapped in corrugated cardboard or in purpose-built bike container.
Bulk baggage	No	No	No	No	Nil	Nil
Cabin baggage in seat	Yes	Yes	No	Yes	SSR-CBBGNZNN1	Nil
Firearms	Yes	Yes	Yes	Yes	SSR-WEAPNZNN1	In passenger baggage or suitable container.
Fishing equipment	Yes	Yes	Yes	No	Nil	Nil
Golf equipment	Yes	Yes	Yes	No	Nil	Nil
Hang gliders	Yes 1	Yes 1	Yes	No	Nil	Max. length 2.5 m (If booked on a 2000, 5000 or 8000 flight number. Max. length 1.8 m.)
Kayaks	Yes 1	Yes 1	Yes	No	Nil	Max. length 2.5 m (If booked on a 2000, 5000 or 8000 flight number. Max. length 1.8 m)
Kite	Yes 1	Yes 1	Yes	No	Nil	Max. length 2.5 m (If booked on a 2000, 5000 or 8000 flight number. Max. length 1.8 m)
Pets as Checked Baggage (AVIH)	Yes 2	Yes 2	No	Yes	SSR-AVIHNZNN1	Clean/leakproof/escape proof/well ventilated container made of fibreglass, metal, rigid plastic, wickerwork, wire mesh or wood with a strong framework.
Pets in Cabin	No	No	No	No	NA	NA

NZ continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Scuba Equipment	Yes	Yes	Yes	No	NA	Tanks must be de-pressurised
Service Animals	Carried in cabin 4	Carried in cabin	Yes	Yes	SSR-PETCNZNN1	NA
Skis / Snowboard	Yes	Yes	Yes	No	No	NA
Small Surfboard less than 2 m / Wakeboard	Yes	Yes	Yes	No	No	If booked on a 2000, 5000 or 8000 flight number, max. length 1.8 m.
Surfboard/Windsurfer	Yes 1	Yes 1	Yes	No	No	Max. length 2.5 m (If booked on a 2000, 5000 or 8000 flight number. Max. length 1.8 m)
Wheelchair non powered	No	No	Yes	No	SSR-WCMPNZNN1	NA
Wheelchair with Dry Cell Batteries	No	No	Yes	No	SSR-WCBDNZNN1	Insulate battery terminals, battery securely fastened to wheelchair but must be disconnected
Wheelchair with Wet Cell Batteries	No 3	No 3	Yes	No	SSR-WCBWNZNN1	Leaktight, impervious to battery fluid packaging, spill resistant caps, insulate battery terminals, secured upright position. Corrosive and package orientation labelling.

NOTE: **1** Subject to space

2 Only permitted domestically within N.Z.

3 For wheelchairs

4 Service animals: Air New Zealand only permits dogs in the cabin. It is also the customer's responsibility to ensure (s)he has the health permit and all other necessary documentation and information from the originating country prior to departure.

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes		Yes	Yes	WEAP	Yes, in proper package.
Archery equipment	Yes		Yes	No		Yes, in proper package.
Bike	Yes		Yes	Yes	BIKE	Yes, in proper package.
Bike - Tandem	Yes		Yes	Yes	BIKE	Yes, in proper package.
Bulk baggage	Yes		Yes	No		No
Cabin baggage in seat	No		Yes	Yes	CBBG	No
Firearms	Yes		No	Yes	WEAP	Yes, in proper package.
Fishing equipment	Yes		Yes	No		Yes
Golf equipment	Yes		Yes	No		No
Hang gliders	Not permitted		Not permitted	Not permitted	Not permitted	Not permitted
Kayaks	Not permitted		Not permitted	Not permitted	Not permitted	Not permitted
Kite	Yes		Yes	No		Yes, in proper package.
Pets as Checked Baggage (AVIH)	No		Star only	Yes	AVH	Yes, in proper kennel.
Pets in Cabin	Not permitted		Not permitted	Not permitted	Not permitted	Not permitted
Scuba Equipment	Yes		Yes	Yes	SPEQ	Yes, in proper package.
Service Animals	Yes 1		Yes	Yes	PETC	No
Skis / Snowboard	Yes		Yes	Yes	SPEQ	No
Small Surfboard less than 2 m / Wakeboard	Yes		Yes	Yes	SPEQ	Yes, in proper package.
Surfboard/Windsurfer	Yes		Yes	Yes	SPEQ	Yes, in proper package.
Wheelchair non powered	Yes 1		Yes	Yes	WCMP	Yes, in proper package.

NH continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Wheelchair with Dry Cell Batteries	Yes 1		Yes	Yes	WCBD	Yes, in proper package.
Wheelchair with Wet Cell Batteries	Yes		Yes	No		Yes, in proper package.

NOTE: **1** FOC
ANA does not support the weight concept any more.

7 Asiana Airlines (OZ)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	Yes	Yes	WEAP	Yes. Accepted under condition stipulated in IATA DGR and OZ manual
Archery equipment	Yes	Yes	Yes	Yes	SPEQ	Yes
Bike	Yes	Yes	Yes	Recommended but not mandatory	BIKE	Yes
Bike - Tandem	Yes	Yes	Yes	Recommended but not mandatory	BIKE	Yes
Bulk baggage	Yes	Yes	No	Yes	BULK	Yes
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 a cello).
Firearms	Yes	Yes	Yes	No	WEAP	Yes. Accepted under condition stipulated in IATA DGR and OZ manual
Fishing equipment	Yes	Yes	Yes	No		Yes
Golf equipment	Yes	Yes	Yes	No		No
Hang gliders	Not accepted	Not accepted	NA	NA		Only accepted as Cargo
Kayaks	Not accepted	Not accepted	NA	NA		Only accepted as Cargo
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Yes. Max. weight 32 kg. Max. dimensions 246 cm.
Pets in Cabin	No	No	Yes	Yes	PETC	Yes. Dog, Cat, Bird only. Max. weight 5 kg including cage weight. Hardside cage 43x30x21 cm (height). Softside cage 43x30x25 cm (height).
Scuba Equipment	Yes	Yes	Yes	No		Yes, Tank must be empty
Service Animals	Free of charge 1	Free of charge 1	Yes	Yes	BLND/DEAF	No
Skis / Snowboard	Yes	Yes	Yes	No		Yes

OZ continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Small Surfboard less than 2 m / Wakeboard	Yes	Yes	Yes	No		Yes
Surfboard/Windsurfer	Yes	Yes	Yes	No		Yes
Wheelchair non powered	Free of charge	Free of charge	Yes	Yes	WCHR	Accepted under condition stipulated in IATA DGR and OZ manual
Wheelchair with Dry Cell Batteries	Free of charge	Free of charge	Yes	Yes	WCHR	Accepted under condition stipulated in IATA DGR and OZ manual
Wheelchair with Wet Cell Batteries	Free of charge	Free of charge	Yes	No		For WCBW, accepted under condition stipulated in IATA DGR and OZ manual, free of charge

NOTE: 1 OZ only permits dogs in the cabin.

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes 3	N/A	Yes	Yes	WEAP	Securely packed, separated from arms.
Archery equipment	Yes	N/A	Yes	Yes	SPEQ	Packaging recommended.
Bike	Yes 1	N/A	Yes	Yes	BIKE	Rotate handlebar 90 degrees and tighten. Remove pedals. Pack bikes in a carton box or special plastic box to prevent damage.
Bike - Tandem	No	N/A	Yes	Yes	BIKE-TANDEM	Rotate handlebar 90 degrees and tighten. Remove pedals. Pack bikes in a carton box or special plastic box to prevent damage.
Bulk baggage	No	N/A	Yes	Yes	BULK	Packaging recommended.
Cabin baggage in seat	No	N/A	Yes	Yes	CBBG	Packaging recommended.
Firearms	Yes 1	N/A	Yes	Yes	WEAP	Strong, rigid container made of wood, metal etc.
Fishing equipment	Yes 1	N/A	Yes	Yes	SPEQ	Packaging recommended.
Golf equipment	Yes 1, 2	N/A	Yes	Yes	SPEQ-GOLF	Packaging recommended.
Hang gliders	No	N/A	Yes	Yes	SPEQ	Packaging recommended.
Kayaks	No	N/A	Yes	Yes	SPEQ	Packaging recommended.
Kite	No	N/A	Yes	Yes	SPEQ	Packaging recommended.
Pets as Checked Baggage (AVIH)	No	N/A	Yes 4	Yes	AVIH	Container according IATA LAR
Pets in Cabin	No	N/A	Yes	Yes	PETC	Leak-proof kennel.
Scuba Equipment	Yes 1	N/A	Yes	Yes	SPEQ	Packaging recommended.
Service Animals	Always free of charge	N/A	Yes	Yes	PETC+free text	None.
Skis / Snowboard	Yes 5	N/A	Yes	Yes	SPEQ-SKI	Packaging recommended.
Small Surfboard less than 2 m / Wakeboard	Yes 1	N/A	Yes	Yes	SPEQ	Packaging recommended.

OS continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Surfboard/Windsurfer	No	N/A	Yes	Yes	SPEQ	Packaging recommended.
Wheelchair non powered	Yes	N/A	Yes	Yes	WCMP	
Wheelchair with Dry Cell Batteries	Yes	N/A	Yes	Yes	WCBD	Battery must be disconnected.
Wheelchair with Wet Cell Batteries	Cargo only	N/A				

- NOTE:**
- 1** if within sport equipment category "small" (up to 15 kg and/or 140 cm)
 - 2** HON/SEN/FTL 1 set up to 15 kg free
 - 3** Up to 5 kg/pax
 - 4** Provided the transfer time does not exceed 3 hrs.
 - 5** One set free per passenger



Avianca, Taca Airlines (AVTA)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes		Yes	No		The firearm must be declared and unloaded. Ammunition must be securely packed in an approved container. Passenger must fill out a form at least 90 mins before departure time.
Archery equipment	Yes		Yes	No	No	Must be packed in a special suitcase.
Bike	Yes		Yes	No	No	Bicycle is allowed as long as it is correctly packed and handlebars are fixed sideways and pedals removed. No fee applies if checked in as part of the baggage allowance, otherwise fee applies and it will be handled as standby bag.
Bike - Tandem	Not accepted		No			
Bulk baggage	Not accepted		No			
Cabin baggage in seat	Yes		Yes			Charged the same fare as would have been charged to a passenger occupying such seat.
Firearms	Yes 1		Yes			The carrier must have authorization of possession of a weapon for the countries of transit and destination. The firearm must be declared and unloaded. Ammunition must be securely packed in an approved container.
Fishing equipment	Yes 2		Yes	No	No	Accepted as one bag and as part of regular baggage allowance. If checked as a third piece of luggage, fee will apply and handled as a standby bag.
Golf equipment	Yes		Yes	No	No	Bag is allowed if containing up to 14 sticks, 12 balls and 1 pair of shoes. No fee applies if checked as part of baggage allowance, otherwise fee applies and handled as a standby bag.
Hang gliders	Not accepted		No			
Kayaks	Not accepted		No			
Kite	Yes	No	Yes	No	No	Accepted Kitesurf team comprising board, kite, harness bar and steering. No fee applies if checked as part of baggage allowance, otherwise fee applies and handled as a standby bag.

AVTA continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets as Checked Baggage (AVIH)	Not accepted		No	No	No	
Pets in Cabin	Yes 3		Yes	Yes	PETC	Accepts 3 dogs or cats as cabin pets, per flight. Not allowed more than 1 dog or cat per passenger. The pet must be transported in an appropriate container provided by passenger (spill-proof).
Scuba Equipment	Yes		Yes	No	No	Accepted as one bag and included as part of regular baggage allowance. A unit is 1 air regulator, 1 empty tank, 1 mask, 2 fins, 1 snorkel, 1 speargun, 1 scuba lamp without battery on.
Service Animals	Yes 4		Yes	No	No	Accepts emotional support animals and psychiatric service animals not over 40 kg.
Skis / Snowboard	Yes		Yes	No	No	A pair of skis, 2 sticks, boots and shoes are allowed. Snowboards
Small Surfboard less than 2m/Wakeboard	Yes		Yes	No	No	Surfboard must 12 feet or less, and less than 70 lbs, two surfboards are permitted per bag without any clothes, only the first surfboard can be checked as part of baggage allowance, surfboards with fins allowed.
Surfboard/Windsurfer	Not accepted		No			
Wheelchair non powered	Yes		Yes	Yes	WCHC, WCHR, WCHS	
Wheelchair with Dry Cell Batteries	Yes		Yes	Yes	WCHC, WCHR, WCHS	Battery must be removed from wheelchair and packed separately.
Wheelchair with Wet Cell Batteries	Not accepted		No			

AVTA continued

- NOTE:** **1** Armed passengers are not allowed on board unless they are employees or officers of an entity or body in a country or military officials or government officials who are authorized to travel with his weapon provided they comply with all procedures established by the Company and entities Aviation regulations. Additional general requirements for acceptance: armed passengers must: In case of flights to/from the United States, the Carrier shall notify the appropriate authorities through the Department of Enterprise Security, with 24 hours notice, the transport of such passengers as it requires a special permit and special formats. To have full and complete, the form of "Notice of armed passengers," it must be duly signed and sealed.
In cases where more than one tour escort on the same flight, they must be submitted with each other.
The carrier must have a photo card that accredits the use of the weapon. Passenger must fill out a form 90 mins prior to departure.
- 2** Accepted are a pair of boots, 1 reel and 2 fishing rods with dimensions greater than 62" but less than 85" as part of the baggage allowance.
- 3** Not be accepted as service animals or pets: any kind of reptile, rodents, spiders and insects, ferrets and beavers. Other species will be considered depending on size, weight, restriction of destination or transit cities, if the animal affects the health or safety of other passengers, or significantly affects the development of cabin service.
- 4** Passengers must provide current documentation (not older than one year from the date of the passenger's schedule initial flight) on the letterhead of a licensed mental health professional.



ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	N/A	Yes	No	SSR WEAP SK NN1	Max. 5 kg. Separate from the weapon.
Archery equipment	Business/Y Economy Extra/Y Economy/N	N/A	Yes	No		
Bike	Yes, Yes, No	N/A	Yes	Yes	SSR BIKE SK NN1	
Bike - Tandem	Yes, Yes, No	N/A	Yes	Yes	SSR BIKE SK NN1	
Bulk baggage	No	N/A	Yes	Yes	SSR XBAG SK NN1	
Cabin baggage in seat	No	N/A		Yes	SSR CBBG SK NN1	Only cello accepted.
Firearms	Yes, Yes, No	N/A	Yes	Yes	SSR WEAP SK NN1	Sporting weapon only.
Fishing equipment	Yes, Yes, No	N/A	Yes	No		
Golf equipment	Yes, Yes, No	N/A	Yes	No		
Hang gliders	No	N/A		No		Only accepted as cargo.
Kayaks	Yes, Yes, No	N/A	Yes	Yes, whitewater kayak only	SSR SPEQ SK WHITE WATER KAYAK + measurements & weight	Only white water kayak.
Kite	No	N/A				
Pets as Checked Baggage (AVIH)	No	N/A	Yes	Yes	SSR AVIH	Leak-proof container. On KF only AVIH on B-717.

KF continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets in Cabin	No	N/A	Yes	Yes	SSR PETC 1	Leak-proof container.
Scuba Equipment	Yes, Yes, No	N/A	Yes	No		
Service Animals	Yes	N/A	Yes	No	SSR PETC SK-Seeing eye dog /hearing aid dog/monkey	Contact carrier.
Skis / Snowboard	Yes, Yes, No	N/A	Yes	No		Contact carrier.
Small Surfboard less than 2 m / Wakeboard	Yes, Yes, No	N/A	Yes	Yes	SSR SPEQ SK-Surfboard + measurement & weight	
Surfboard/Windsurfer	Yes, Yes, No	N/A	Yes	Yes	SSR SPEQ SK-Windsurfing equipment + measurements & weight	
Wheelchair non powered	Yes	N/A	Yes	Yes	SSR WCHR/WCHS/WCHC	
Wheelchair with Dry Cell Batteries	Yes	N/A	Yes	Yes	SSR WCHC SK NN1- Power driven WCH, measurements & weight, NON SPILLABLE battery	
Wheelchair with Wet Cell Batteries	No	N/A				

NOTE: 1 Only cats and dogs accepted as PETC

Musical instruments up to 15 kg free of charge in Economy Extra and Economy. If weighing over 15 kg, special excess rates apply. No SSR necessary.

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes 3	N/A	Yes	Yes	WEAP	Ammunition must be packed separately from the firearm in a strong outer container made of wood, metal or fibreboard. Protected inside the container against shock. Quantity limit of max. 5 kg. per passenger.
Archery equipment	N/A	N/A	N/A	N/A	N/A	
Bike	No 1	N/A	Yes	Yes	BIKE	Recommended to rotate handlebar 90°, tighten it in its position and remove the pedals.
Bike - Tandem	No 1	N/A	Yes	Yes	BIKE	Recommended to rotate the handlebar 90°, tighten it in its position and to remove the pedals.
Bulk baggage	No	N/A	Yes	Yes	CBBG	An extra seat must be booked and paid, max. weight 75 kg
Cabin baggage in seat	No	N/A	Yes	Yes	CBBG	An extra seat must be booked and paid, max. weight 75 kg
Firearms	Yes 3	N/A	Yes	Yes	WEAP	All arms must be unloaded, suitably packed in a strong rigid container made of wood, metal, fibre, styropor.
Fishing equipment	Yes 3	N/A	Yes	Yes	SPEQ	
Golf equipment	No 4	N/A	Yes	Yes	SPEQ	
Hang gliders	No	N/A	Yes	Yes	SPEQ	
Kayaks	No	N/A	Yes	Yes	SPEQ	
Kite	N/A	N/A	N/A	N/A	N/A	
Pets as Checked Baggage (AVIH)	No 2	N/A	Yes	Yes	AVIH	Container must be large enough for animal to stand upright, turn and lie down in a natural manner
Pets in Cabin	No 2	N/A	Yes	Yes	PETC	Leak - and smell proof, soft-sided bag that can be stowed under the seat in front with max. weight of 6 kg (animal + container)
Scuba Equipment	No 1	N/A	Yes	Yes	SPEQ	

SN continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Service Animals	Yes - free	N/A	Yes	Yes	BLND/DEAF	The presence of a guide dog must be mentioned in the SSR BLND or SSR DEAF
Skis/Snowboard	Free - no restrictions	N/A	Yes		SPEQ	Free on top of Free Baggage Allowance.
Small Surfboard less than 2 m/Wakeboard	Yes 3	N/A	Yes	Yes	SPEQ	
Surfboard/Windsurfer	No 1	N/A	Yes	Yes	SPEQ	It is recommended to use a protective wrapping
Wheelchair non powered	Yes - free	N/A	Yes	Yes	WCHR/WHCS /WCHC	
Wheelchair with Dry Cell Batteries	Yes - free	N/A	Yes	Yes	WCHR/WHCS /WCHC	Battery must be disconnected, insulated and securely attached to the wheelchair.
Wheelchair with Wet Cell Batteries	Yes - free	N/A	Yes	Yes	WCHR/WHCS /WCHC	Battery must be disconnected, insulated and securely attached to the wheelchair.

- NOTE:**
- 1** One piece can be included in addition to the free baggage allowance for all passengers travelling in Business Class, b.Business and b.flex economy+. Passengers travelling in Economy Class and b.light economy will always have to pay a flat rate.
 - 2** SN doesn't accept any PETC or AVIH on its flights to the U.K.
 - 3** Free if within the free baggage allowance. If exceeding, a flat rate needs to be charged.
 - 4** Exceptions (1) 1 Golf on top of Free Baggage Allowance for HON, SEN, STAR Gold card, LX Golf Club members travelling on LH/LX operated flights. (2) 1 Golf (up to 15 kg) on top of Free Baggage Allowance for Club Med pax on SN operated flights.



Copa Airlines (CM)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes 1	Yes 2	Yes	No	No	Packed in a secure manner in amounts not exceeding 5 kg gross weight per person (excluding ammunition with explosive and incendiary projectiles) and more than two supplies per passenger.
Archery Equipment	Yes 1 /pax	Yes	Yes	No	No	All items must be properly packed in a suitable container.
Bike	Yes 1	Yes	Yes	Yes	Yes	Bicycles must be properly packed in a box that will isolate them from contact with the plane's hold.
Bike - Tandem	No	No	No	N/A	N/A	Sport bikes (non-competitive) with a single seat. Non-motorized bikes. All small items such as chains, screw, brakes, etc., must be stored in plastic bags. Pedals and handlebars must be removed and stored aside.
Bulk baggage	Yes 1	Yes 2	Yes	No	No	Must be contained in plastic wrap or an appropriate package. 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.
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	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).
Golf equipment	Yes	Yes	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	Does not accept gliders as checked baggage or as cargo 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.

CM continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Kite	Yes 1	Yes 2	Yes	No	No	Must meet CM's measurements and weight restrictions.
Pets as Checked Baggage (AVIH)	No	Yes	No	Yes (Restriction by A/C)	Yes (Restriction by A/C)	Passengers must travel on the same flight as their pet and use a cage that is appropriate for its transport. Passengers are responsible for enclosing their pet in its cage, as well as for removing it.
Pets in Cabin	No	No	No	Yes (3 TOT)	Yes (3 TOT)	Less than 22 lbs or 10 kgs with permits and fitted inside the proper kennel size to fit under the pax's seats for an EMB190 (our smallest aircraft).
Pole	Yes 1 1/pax	Yes 2 1/pax	Yes, 1/pax	No	No	All pole vault equipment must be packed in an appropriate container and dimensions.
Scuba Equipment	Yes 1 but with empty tank	Yes 2 but with empty tank	Yes, but without tanks	No	No	At the empty tank and a bag containing some of the articles mentioned here will apply the service charge as two separate pieces.
Service Animals	No	Yes	CO/UA and all airline complying with DOT382	Yes	Yes	
Skis/Snowboard	Yes 1 1/pax	Yes 2 1/pax	Yes	No	No	Must comply with CM's maximum dimensions.
Small Surfboard less than 2 m/Wakeboard	Yes 1 1/pax	Yes 2 1/pax	Yes	No	No	
Surfboard/Windsurfer	Yes 1 but only 1 bag for 2 passengers	Yes 1 but only 1 bag for 2 passengers	Yes	Yes	Yes	
Wheelchair non powered	Yes	Yes	Yes	Yes	Yes	See note 3
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes (DOT 382 Compliance)	Yes	Yes	See note 3
Wheelchair with Wet Cell Batteries	Yes	Yes	Yes (DOT 382 Compliance)	Yes	Yes	See note 3

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

2 For travel within Latin America

3 Disconnect battery (dry type), wet type battery to be removed by customer and placed in a spill-proof container.

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	NA	Yes	Yes	WEAP	Separate munition (max. 5 kg)
Archery Equipment	No	NA	Yes	Yes	WEAP	Yes
Bike	No	NA	Yes	Yes	BIKE	Volumetric limitations may apply on Q400 aircraft.
Bike - Tandem	No	NA	Yes	Yes	BIKE	
Bulk baggage	No	NA	Yes	Yes	BULK	Volumetric limitations may apply on Q400 aircraft.
Cabin baggage in seat	No	NA	No	Yes	CBBG	Max. 75 kgs/max dimensions 155x42x25 from floor or 110x42x50 from seat.
Firearms	Yes	NA	No	Yes	WEAP	Yes
Fishing equipment	Yes	NA	Yes	Yes	SPEQ-FISH EQIP	
Golf equipment	Yes	NA	Yes	Yes	SPEQ-GOLF	
Hang gliders	NA					Not applicable
Kayaks	No	NA				Not applicable
Kite	NA					Not applicable
Pets as Checked Baggage (AVIH)	No	NA	Yes	Yes	AVIH	Animal containers
Pets in Cabin	No	NA	Yes	Yes	PETC	Box or cage. Max. 115 cm.
Scuba Equipment	No	NA	Yes	Yes	SPEQ	Oxygen bottles must be empty.
Service Animals	Yes	NA		Yes	PETC-SEEING EYE DOG	
Skis/Snowboard	No	NA	Yes	Yes	SPEQ-SKI	Ski bag required.
Small Surfboard less than 2 m/Wakeboard	No	NA	Yes	Yes	SPEQ-WIND SURFER	

OU continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Surfboard/Windsurfer	No	NA	Yes	Yes	BULK-WINDSURFER	
Wheelchair non powered	Yes	NA	Yes	Yes	WCMP	
Wheelchair with Dry Cell Batteries	Yes	NA	Yes	Yes	WCBD	Volumetric limitations may apply on Q400 aircraft.
Wheelchair with Wet Cell Batteries	NOT PERMITTED					



ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	NA	No	Yes	WEAP	Max. 5 kgs per passenger. Must be packed in a strong outside container made of wood, metal or fiber board and protected against shocks. More than 5 kgs must be shipped as cargo
Archery Equipment	Yes	NA	Yes	Yes	SPEQ	Max. 23 kgs. Adequate packing recommended.
Bike	Yes	NA	Yes	Yes	BIKE	The handle bar must be rotated 90 degrees and tightened in this position. The pedals must be removed. The bike must be packed in a carton box or in a special plastic box. The tires partially deflated.
Bike - Tandem	Checked as Cargo	NA				
Bulk baggage	Checked as Cargo	NA				
Cabin baggage in seat	No	NA	Yes (Intermediate station must be informed)	Yes	CBBG	Max. 75 kgs must be restrained in seat. An extra seat must be booked and paid.
Firearms	Yes	NA	No	Yes	WEAP	Must be suitable packed in a strong rigid container made of wood, metal, fiber. Must be unloaded. Cartridges must be securely boxed in quantity not exceeding 5kgs/passenger.
Fishing equipment	Yes	NA	Yes	Yes	SPEQ-FISH EQPT	Max. 23 kgs must be checked into the hold. Packing recommended. No live bait carried.
Golf equipment	Yes	NA	Yes	Yes	GOLF	Golf bag required.
Hang gliders	Checked as Cargo	NA				
Kayaks	Checked as Cargo	NA				
Kite	No	NA	Yes	Yes	SPEQ-BULK	Checked into the hold.

MS continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets as Checked Baggage (AVIH)	No	NA	Yes (Must check onward A/C type)	Yes	AVIH	Clean/leak proof/escape proof/well ventilated container according to IATA. Cage must be large enough that animal can stand upright. Reservation has to be made for connecting flight.
Pets in Cabin	No	NA	Yes	Yes	PETC	Cat and dogs only permitted. Weight of animal and container not to exceed 4 kgs and measure 45X35X20cm. Reservation has to be made for connecting flights. Limited to one animal in container, one container per passenger and two containers per compartment.
Scuba Equipment	Yes	NA	Yes	Yes	SPEQ-SCUBA	Max. 23 kgs. Oxygen bottles must be empty. Gear must be securely packed in a rigid or hard shell container.
Service Animals	Yes. Free	NA	Yes	Yes	PETC/DEAF or BLIND for seeing eye dog and hearing ear dog	Animals should be accompanied by valid health and vaccination certificates/entry permit. Moisture absorbent mat to be placed on cabin floor, underneath the dog all times. Supply the mats is to be arranged by the passenger.
Skis/Snowboard	Yes	NA	Yes	Yes	SPEQ-SKI	Ski bag required. Points and sharp edges padded.
Small Surfboard less than 2 m/Wakeboard	No	NA	Yes	Yes	SPEQ/SURF-BOARD + MEASUREMENTS	Checked into the hold. Packaging less than 2m. May be accepted as checked baggage for wide body aircraft only.
Surfboard/Windsurfer	Checked as Cargo	NA				
Wheelchair non powered	Yes. Free	NA	Yes	Yes	WCMP	No
Wheelchair with Dry Cell Batteries	Yes. Free	NA	Yes	Yes	WCBD	Battery must be disconnected, terminals insulated and attached to the wheelchair.
Wheelchair with Wet Cell Batteries	Checked as Cargo	NA				

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Not defined	Not defined			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				
Bike	No	No		Yes	BIKE	Accepted if handlebars turned sideways, pedals removed, sharp protrusions padded, boxed in a container.
Bike - Tandem	N/A	N/A				
Bulk baggage	No	No			BULK	
Cabin baggage in seat	No	No		Yes	CBBG	Seat baggage must be placed forward of all seated passengers in the aircraft. It must be secured in a seat belt and seat belt extension. Articles too large or bulky not accepted.
Canoe	No	No		Yes	SPEQ	
Firearms	Not defined	Not defined				
Fishing equipment	Not defined	Not defined				
Golf equipment	No	No		Yes	SPEQ	Must be packed in soft or hard golf case.
Hang gliders	No	No		Yes	SPEQ	
Kayaks	N/A	N/A		Yes	SPEQ	
Kite	No	No		Yes	SPEQ	
Pets as Checked Baggage (AVIH)	No	No		Yes	AVIH	Container must be adequately ventilated on three sides, and must be big enough to let the animal stand and lie down in comfort.
Pets in Cabin	No	No		Yes	PETC	Weight not to exceed 8 kg including cage, and dimensions not more than 55 X 40 X 20 cm.

ET continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Scuba Equipment	No	No		Yes	SPEQ	Must be packed in a proper soft or hard scuba case.
Service Animals	Yes	Yes		Yes	PETC	Seeing eye dogs and hearing ear dogs must be properly harnessed and muzzled.
Skis/Snowboard	No	No		Yes	SPEQ	Must be packed in a proper soft or hard ski/snowboard bag.
Small Surfboard less than 2 m/Wakeboard	N/A	N/A				
Surfboard/Windsurfer	No	No		Yes	SPEQ	
Vaulting Poles	No	No		Yes	SPEQ	
Wheelchair non powered	Yes	Yes				
Wheelchair with Dry Cell Batteries	Not defined	Not defined			WCBD	
Wheelchair with Wet Cell Batteries	Not defined	Not defined			WCBD	

LOT LOT Polish Airlines (LO)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes 1	No	Yes	Yes	WEAP	Special boxes with proper label "Firearm(s) unloaded".
Archery Equipment	Yes	Yes	Yes	Yes	SPEQ- (description & 3 dimensions)	Adequate packaging recommended.
Bike	Yes	No	Yes	Yes	BIKE	Cardboard package recommended. Handlebars fixed sideways or removed, pedals fixed inside.
Bike - Tandem	Yes	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	Extra seat must be booked and paid. Max. weight 75 kg.
Firearms	Yes 1	No	Yes	Yes	WEAP	Special boxes with proper label "Firearm(s) unloaded".
Fishing equipment	Yes 5	Yes 5	Yes	Yes	SPEQ- (description & 3 dimensions)	Adequate packaging recommended.
Golf equipment	Yes 5	Yes 5	Yes	Yes	SPEQ-GOLF with weight and dimensions	Golf equipment adequate package.
Hang gliders	Yes	No	Yes	Yes	SPEQ- (description & 3 dimensions)	Adequate packaging recommended.
Kayaks	As cargo only	As cargo only	No	Yes		
Kite	Yes	No	Yes	Yes	SPEQ- (description & 3 dimensions)	Adequate packaging recommended.

LO continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Cage
Pets in Cabin	No 2	No 2	Yes	Yes	PETC	Bag or cage (up to 8 kg)
Scuba Equipment	No	No	Yes	Yes	SPEQ- (description & 3 dimensions)	Adequate packaging recommended.
Service Animals	Yes 3	Yes 3	Yes	Yes	PETC	
Skis/Snowboard	Yes 5	Yes 5	Yes	Yes	SPEQ- (description & 3 dimensions)	Packaging recommended.
Small Surfboard less than 2 m/Wakeboard	No	No	Yes	Yes	SPEQ- (description & 3 dimensions)	Adequate packaging recommended.
Surfboard/Windsurfer	No	No	Yes	Yes	SPEQ- (description & 3 dimensions)	Adequate packaging recommended.
Wheelchair non powered	Yes 3	Yes 3	Yes	Yes	WCMP	
Wheelchair with Dry Cell Batteries	Yes 4	Yes 4	Yes	Yes	WCBDB	Batteries disconnected.
Wheelchair with Wet Cell Batteries	Yes 4	Yes 4	Yes	Yes	WCBW	Fitted with spill resistant vent caps, batteries disconnected, pilot-in-command to be notified.

- NOTE:**
- 1** Up to 5 kg/pax with firearms
 - 2** Only cats and dogs (PETC / AVIH)
 - 3** Free
 - 4** After in advance arrangements
 - 5** If category "small", otherwise no



Lufthansa (LH)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	N/A	Yes	Yes	WEAP	Yes
Archery equipment	Yes 1	N/A	Yes	Yes	SPEQ	Yes
Bike	No	N/A	Yes	Yes	BIKE	No
Bike - Tandem	No	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	No	N/A	Yes	Yes	BULK	No
Firearms	Yes 1	N/A	Yes	Yes	WEAP	Yes
Fishing equipment	Yes 1	N/A	Yes	Yes	SPEQ	Yes
Golf equipment	Yes	N/A	Yes	Yes	GOLF	No but recommended
Hang gliders	No	N/A	Yes	Yes	BULK	Yes
Kayaks	No	N/A	Yes	Yes	BULK	No
Kite	Yes 1	N/A	Yes	Yes	SPEQ/BULK	No but recommended
Pets as Checked Baggage (AVIH)	No	N/A	Yes	Yes	AVIH	Yes in appropriate kennel
Pets in Cabin	No	N/A	Yes	Yes	PETC	Yes in appropriate kennel
Scuba Equipment	No	N/A	Yes	Yes	SPEQ	No but recommended
Service Animals	Yes	N/A	Yes	Yes	PETC	No
Skis / Snowboard	Yes 2	N/A	Yes	Yes	SPEQ	Yes
Small Surfboard less than 2 m / Wakeboard	No	N/A	Yes	Yes	SPEQ	No but recommended

LH continued

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

NOTE: 1 if category "small", otherwise No
 2 Between Europe/India/SVX and USA/Canada/Mexico: for passengers with FBA 1PC = 1free



Scandinavian Airlines (SK)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	N/A	Yes	No	SSR WEAP SK NN1	Max 5 kg. Must be packed in a checked bag separate from the firearm.
Archery Equipment	Yes	N/A	Yes	No		
Bike	Yes	N/A	Yes	Yes	SSR BIKE SK NN1	
Bike - Tandem	Yes	N/A	Yes	Yes	SSR BIKE SK NN1	
Bulk baggage	Yes	N/A	Yes	Yes	SSR XBAG SK NN1	
Cabin baggage in seat	No	N/A		Yes	SSR CBBG SK NN1	Only cello accepted.
Firearms	Yes	N/A	Yes	Yes	SSR WEAP SK NN1	Sporting weapon only. Must be packed in a separate checked bag.
Fishing equipment	Yes	N/A	Yes	No		
Golf equipment	Yes	N/A	Yes	No	SSR SPEQ-GOLF	
Hang gliders	No	N/A		No		Only accepted as cargo.
Kayaks	Yes 1	N/A	Yes 1	Yes 1	SSR SPEQ SK WHITE WATER KAYAK+ measurements & weight	ONLY whitewater kayak.
Kite	Yes	N/A	No	Yes	SSR SPEQ	Just the kite board, not required. Kite board with sail or other equipment, packaging required.
Pets as Checked Baggage (AVIH)	No	N/A	Yes	Yes	SSR AVIH	Leak-proof container. On KF only, AVIH on MD90

SK continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets in Cabin	No	N/A	Yes	Yes	SSR PETC	Leak-proof container.
Scuba Equipment	Yes	N/A	Yes	Yes	SSR SPEQ scuba/diving	Tank must be empty
Service Animals	Yes	N/A	Yes	Yes	SSR PETC SK Seeing eye dog/hearing aid dog/monkey	Contact carrier.
Skis/Snowboard	Yes	N/A	Yes	No	SSR SPEQ-SKI 20KG 200 X 20 X 20 CM	
Small Surfboard less than 2 m/Wakeboard	Yes	N/A	Yes	Yes	SSR SPEQ SK Surfboard + measurement & weight	
Surfboard/Windsurfer	Yes	N/A	Yes	Yes	SSR SPEQ SK Windsurfing eqpt + measurements & weight	Contact carrier.
Vaulting Poles	No	NA	Yes	Yes	SSR SPEQ/VAULTING	
Wheelchair non powered	Yes	N/A	Yes	Yes	SSR WCHR / WCHS / WCHC	
Wheelchair with Dry Cell Batteries	Yes	N/A	Yes	Yes	SSR WCHC SK NN1- Power driven WCH, measurements & weight, NON SPILLABLE battery	Wheelchair powered with lithium batteries not accepted.
Wheelchair with Wet Cell Batteries	No	N/A				

NOTE: All special baggage within weight and dimension limits in each service class are included in the free baggage allowance. If exceeding weight and dimension limits, excess baggage rates are charged.

- 1 Kayaks not accepted, only whitewater kayaks.

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	No	Yes	No	No		Securely packaged in quantities not exceeding 5 kg gross per pack
Archery Equipment	No	-	-	-	-	-
Bike	No	Yes	No	No		To protect other baggage/items from being damaged, bicycle may only be accepted as baggage provided handbar is turned lengthwise and pedals are taken off.
Bike - Tandem	Yes	No	Yes	No	No	-
Bulk baggage	No	-	-	-	-	-
Cabin baggage in seat	No	No	No	Yes	CBBG	Cabin baggage in seat must be paid. 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. Cannot exceed two rods, one reel, one dipnet, one pair of fishing boots and one tool box.
Golf equipment	No	Yes	Yes	No		Check as normal baggage.
Hang gliders	No	-	-	-	-	-
Kayaks	No	-	-	-	-	-
Kite	No	-	-	-	-	-
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 that the animal can stand upright.
Pets in Cabin	No	-	-	-	-	-
Scuba Equipment	No	-	-	-	-	-
Service Animals	No	-	-	-	-	-

ZH continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Skis/Snowboard	No	Yes	Yes	No		Check as normal baggage.
Small Surfboard less than 2 m/Wakeboard	No	-	-	-	-	-
Surfboard/Windsurfer	No	-	-	-	-	-
Wheelchair non powered	No	Yes	Yes	No		Check as normal baggage.
Wheelchair with Dry Cell Batteries	No	Yes	No	No		Battery must be disconnected. To prevent short circuit, remove battery from the wheelchair and attach to the wheelchair.
Wheelchair with Wet Cell Batteries	No	-	-	-	-	-

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	Yes	No	Telex has to be sent to carrier's local reservation office.	Yes. Ammunition within IATA DGR Table 2.3A requirements may be accepted. Ammunition must be packed separately from the checked baggage. Interlining is subject to other airlines meeting SQ's requirement.
Archery Equipment	Yes	Yes	Yes	No		Yes
Bike	Yes ¹	Yes ²	Yes	Yes	BIKE	Yes. Bike may be accepted provided that handlebars are fixed sideways and the pedals are removed.
Bike - Tandem	Yes ¹	Yes ²	Yes	Yes	BIKE	Yes. Bike may be accepted provided that handlebars are fixed sideways and the pedals are removed.
Bulk baggage	Not accepted	Not accepted	Not accepted	Not accepted	BULK	Not accepted.
Cabin baggage in seat	No	No	Yes	Yes	CBBG	See notes A and B.
Firearms	Yes	Yes	Yes	No	WEAP. Telex has to be sent to carrier's local reservation office.	Yes. Firearms must be unloaded, i.e. cartridges or bullets must be removed to render the firearms inoperative before acceptance. Any local government regulations must be complied with for all departure, transit and discharge stations.
Fishing equipment	Yes	Yes	Yes	No		Must be properly packed for transportation.
Golf equipment	Yes ^{1,4}	Yes ^{2,5}	Yes	No		Must be properly packed for transportation.
Hang gliders	Yes	Yes	No	No		Must be properly packed for transportation. Subject to space.
Kayaks	No	No	No	No		Must be properly packed for transportation. Subject to space.
Kite	Yes	Yes	Yes	No		Must be properly packed for transportation.
Pets as Checked Baggage (AVIH)	No	No	No	Yes	AVIH. Telex to be sent.	The pet must be crated in well ventilated & leak proof container. Structure must be strong enough to withstand reasonable handling. Container to be supplied by the customer at his/her own cost & applies to IATA live animals regulation.
Pets in Cabin	No	No	No	No		Pets not accepted in cabin except for service animals.

SQ continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Scuba Equipment	Yes 1, 6	Yes 2, 6	Yes	No		Tank must be completely empty of contents.
Service Animals	Yes 8	Yes 8	Yes	Yes	PETC. Must be included in SSR element	Moisture absorbent mat to be placed on the cabin floor, underneath the dog at all times. Supply of mats to be arranged by the passenger.
Skis/Snowboard	Yes 1, 7	Yes 3, 7	Yes	No		Must be properly packed for transportation.
Small Surfboard less than 2 m/Wakeboard	Yes 1	Yes 2	Yes	No		Contact carrier office, subject to space availability.
Surfboard/Windsurfer	Yes 1	Yes 2	Yes	No		Contact carrier office, subject to space availability.
Wheelchair non powered	Yes 8	Yes 8	Yes	Yes	WCHC/WCHR /WCHC. Must be included in SSR element.	No
Wheelchair with Dry Cell Batteries	Yes 8	Yes 8	Yes	Yes	WCBD. Must be included in SSR element	Loading and packaging must comply with IATA DGR Table 2.3A requirement.
Wheelchair with Wet Cell Batteries	Yes 8	Yes 8	Yes	Yes	WCBW. Must be included in SSR element	Wet cell batteries not accepted at checkin. For WCBW, loading and packaging must comply with IATA DGR Table 2.3A requirement.

NOTES SEE NEXT PAGE

SQ continued

- NOTE:** 1 Each item will be considered as one piece of luggage under the piece system, and any excess baggage will be charged.
- 2 A standard charge of 6 kgs will be applied on the item if, together with the customer's other checked luggage, the total weight exceeds the free allowance entitled to the customer. This will apply up to a max. excess of 15 kgs, after which the normal excess baggage charges will apply.
- 3 A standard charge of 3 kgs will be applied on the ski equipment if, together with the customer's other checked luggage, the total weight exceeds the free allowance entitled to the customer. This will apply up to a max. excess of 15 kgs, after which the normal excess baggage charges will apply.
- 4 Live animals from other carriers are not allowed on SQ flights. However, SQ will allow interline to other carriers. Customers with pets should be notified that on carriage of pets must comply with other carrier's rules and regulations.
- 5 One set of golf equipment is deemed to consist of:
- 1 golf bag containing not more than 14 golf clubs
 - Maximum of 12 golf balls
 - 1 pair of golf shoes
 - Golf tees
- 6 One set of SCUBA diving equipment is deemed to consist of:
- a buoyancy control device
 - a regulator
 - a mask and snorkel
 - a pair of fins
 - a wet suit
 - a weight belt with weights
 - a SCUBA diving tank (empty)

SQ continued

7 One set of ski equipment is deemed to consist of:

- a pair of skis
- a pair of ski poles
- a pair of ski boots
- a ski mask

OR

- a snowboard with accessories

8 Items are carried free-of-charge. It will not be counted into the free baggage allowance.

A) Weight limited to 75 kgs and dimensions have to fit the seat and item must be able to be strapped. The max. dimensions of the baggage must be:

- i) 75 kgs
- ii) 21 inches high (height is measured from seat bottom cushion)
- iii) 17 inches deep (depth is measured from backseat cushion)
- iv) not exceed the seat dimension width:
 - First Class Seat: 20 inches
 - Business Class Seat: 19 inches
 - Economy Class Seat: 17 inches

B) The baggage must be packaged and covered to avoid injury to passengers. Odd shaped items should be packaged in a box for ease of tie down.

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	Yes	No		Securely packed. Max. 5 kg separated from arms.
Archery Equipment	Yes	Yes	Yes	No		Packaging required.
Bike	Yes	Yes	Yes	No		Bike may be accepted provided handlebars are fixed sideways and pedals removed. Must be packed in cardboard box or hardshell container.
Bike - Tandem	Yes	Yes	Yes	No		Bike may be accepted provided handlebars are fixed sideways and pedals removed. Must be packed in cardboard box or hardshell container.
Bulk baggage	No	No	Yes	Yes	BULK	Adequate packaging required. One piece may not exceed 32 kg.
Cabin baggage in seat	No	No	Yes	Yes	CBBG	An extra seat must be purchased. Max. weight 75 kg.
Firearms	Yes	Yes	Yes	No		Special packaging, marked with firearm tag.
Fishing equipment	Yes	Yes	Yes	No		Adequate packaging required.
Golf equipment	Yes	Yes	Yes	No		Adequate golf bag.
Hang gliders	Strictly as cargo	Strictly as cargo				
Kayaks	Strictly as cargo	Strictly as cargo				
Kite	Yes	Yes	Yes			Smaller than 200 cm.
Musical Instruments	Yes	Yes	No	Yes	SPEQ	Adequate packaging.
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Animal container must be large enough that the animal can stand upright, turn and lie down in a natural manner. Travel to South Africa must be as manifested cargo.
Pets in Cabin	No	No	No	No		
Scuba Equipment	Yes	Yes	Yes	No		Adequate packaging required. Tank must be empty.
Service Animals	Yes - free	Yes - free	Yes	Yes	PETC	

SA continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Skis/Snowboard	Yes	Yes	Yes			Adequate packaging.
Surfboard/Windsurfer	Yes	Yes	Yes			Smaller than 200 cm.
Wheelchair non powered	Yes	Yes	Yes	Yes	WCMP	
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	Yes	WCBD	
Wheelchair with Wet Cell Batteries	Yes	Yes	Yes	Yes	WCBW	Accepted in the hold providing the battery is disconnected and attached to the wheelchair and the terminal is insulated to prevent short circuit.

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	N/A	Yes	Yes	WEAP	YES. Packed separately from firearm in a strong outer container made of wood, metal or fibreboard, protected inside container against shock and secured against movement. Limit of 5 kg per pax.
Archery equipment	Yes	N/A	Yes	Yes	SPEQ	
Bike	No	N/A	Yes	Yes	BIKE	Yes. Must be packed in a cardboard box or in a hardshell container.
Bike - Tandem	No	N/A	Yes	Yes	BIKE	Yes. Must be packed in a cardboard box or in a hardshell container.
Bulk baggage	NA	N/A	NA	NA	NA	
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	Yes. Arms must be unloaded, suitably packed in a strong rigid container made of wood, metal, fibre, styropor etc. LX needs pre-advise TLX from carrier to transfer station and destination.
Fishing equipment	Yes	N/A	Yes	Yes	SPEQ	
Golf equipment	Yes, Exception: free for LX golf traveller (always one equipment free)	N/A	Yes	No		One golf equipment up to 23 kg. free of charge for HON Circle, Senator and Star Gold members on all routes except from/to U.S. and Canada.
Hang gliders	No	N/A	Yes	Yes	BULK	
Kayaks	No	N/A	Yes	Yes	BULK	
Kite	No	N/A	Yes	Yes	SPEQ	
Pets as Checked Baggage (AVIH)	No	N/A	Yes	Yes	AVIH	Yes. Animal container must be large enough that the animal can stand upright, turn and lie down in a natural manner.

LX continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets in Cabin	No	N/A	Yes	Yes	PETC	Yes. Container must be soft-sided with max. weight of 8 kg (animal and container).
Scuba Equipment	Yes	N/A	Yes	Yes	SPEQ	Max. weight of 15 kg. Torch in carry-on baggage only.
Service Animals	Yes - free	N/A	Yes	Yes	PETC	
Skis / Snowboard	Yes. Every pax may check in 1 eq. free	N/A	Yes	No		
Small Surfboard less than 2 m / Wakeboard	No	N/A	Yes	Yes	SPEQ	
Surfboard/Windsurfer	No	N/A	Yes	Yes	SURFBOARD - SPEQ// WINDSURFER - BULK	
Vaulting Poles	No	N/A	Yes	Yes	BULK	
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&WCBD	
Wheelchair with Wet Cell Batteries	Yes - free	N/A	Yes	Yes	WCHR/WCHS / WCHC	Only accepted in conx with wheelchair with wet cell batteries. Package of batteries must be leak tight, impervious to battery fluid and protected against spillage.

TAM TAM (JJ)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	No	Yes	WEAP	Max. 5 kg. ammunition. Separate packing from arms.
Archery equipment	Yes	Yes	Yes	Yes	SPEQ	
Bike	Yes	Yes	Yes	Yes	BIKE	
Bike - Tandem	Yes	Yes	Yes	Yes	BIKE + BULK or SPEQ	Limitations may apply on A319/A320 aircraft.
Bulk baggage	No	No	Yes	Yes	BULK / FRAG / XBAG. Several SSR codes can be used	
Cabin baggage in seat	No	No	Yes	Yes	CBBG	Max. 75 kg.
Firearms	Yes	Yes	No	Yes	WEAP	Max. 5 kg. ammunition. Separate packing from arms.
Fishing equipment	Yes	Yes	Yes	Yes	SPEQ	
Golf equipment	Yes	Yes	Yes	Yes	SPEQ	
Hang gliders	No	No	No			Currently not accepted as baggage. Must be referred to air freight.
Kayaks	No	No	No			Currently not accepted as baggage. Must be referred to air freight.
Kite	No	No	No	No	SPEQ	
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	AVIH	Restrictions for aircraft type and destinations.
Pets in Cabin	No	No	Yes	Yes	PETC	Cats & Dogs only. Limited number per aircraft type.
Scuba Equipment	No	No	No	Yes	SPEQ	Oxygen bottles must be empty.
Service Animals	Yes	Yes	Yes	Yes	DEAF / BLND + PETC	
Skis / Snowboard	Yes	Yes	Yes	Yes	SPEQ	

JJ continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Small Surfboard less than 2 m / Wakeboard	Yes	Yes	Yes	Yes	SPEQ	Limitations may apply on A319/A320 aircraft.
Surfboard/Windsurfer	Yes, no charge if within limits	Yes, no charge if within limits	Yes	Yes	SPEQ	Volumetric limitations may apply on A319/A320 aircraft.
Wheelchair non powered	Yes	Yes	Yes	Yes	WCHx + WCMP	
Wheelchair with Dry Cell Batteries	Yes	Yes	Yes	Yes	WCHx + WCBDB	
Wheelchair with Wet Cell Batteries	No	No	No	Yes	N/A	Only for domestic flights.

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	No 1	No 1	Yes	Yes	WEAP	Special packing required. Quantity not exceeding 5kgs per passenger. Acceptance under DGR specific conditions of acceptance.
Archery Equipment	Yes	Yes	Yes	Yes	SPEQ	
Bike	No 1	No 1	Yes	Yes	BIKE	Bicycle must have handlebars fixed sideways and pedals removed. Advisable to rotate handlebars 90 degrees and tighten in this position. Packing recommended.
Bike - Tandem	No 1	No 1	Yes	Yes	BIKE	Bicycle must have handlebars fixed sideways and pedals removed. Advisable to rotate handlebars 90 degrees and tighten in this position. Packing recommended.
Bulk baggage	Yes	Yes	Yes	Yes	BULK	Packing required
Cabin baggage in seat	Not Applicable	Yes	Yes	Yes	CBBG	Up to 84 kgs per seat. Packing required.
Emotional support animals	No. Free of charge	No. Free of charge	Yes	Yes	ESAN + MEDA	Restricted to cats and dogs. Pet container required.
Firearms	No 1	No 1	Yes	Yes	WEAP	Packing required. Firearms unloaded and ammunition packed separated.
Fishing equipment	No 1	No 1	Yes	Yes	SPEQ	Packing required.
Golf equipment	No. 1 set free of charge (up to 15kgs)	No. 1 set free of charge (up to 15kgs)	Yes	Yes	SPEQ	Packing required.
Hang gliders	No 1	No 1	Yes	Yes	SPEQ	Bag Equipment up to 20kgs. Packing required.
Kayaks	No	No	Yes	Yes	SPEQ	
Kite	Yes	Yes	Yes	Yes	SPEQ	
Pets as Checked Baggage (AVIH)	No 1	No 1	Yes	Yes	AVIH	Pet container required.

TP continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Pets in Cabin	No 1	No 1	Yes	Yes	PETC	Restricted to cats and dogs. Pet container not required/accepted in cabin.
Scuba Equipment	No 1	No 1	Yes	Yes	SPEQ	Packing required.
Service Animals	No. Free of charge	No. Free of charge	Yes	Yes	SVAN	Restricted to dogs. Pet container not required/accepted in cabin.
Skis/Snowboard	No 1	No 1	Yes	Yes	SPEQ	Packing required.
Small Surfboard less than 2 m/Wakeboard	No 1	No 1	Yes	Yes	SPEQ	Packing required.
Surfboard/Windsurfer	No 1	No 1	Yes	Yes	SPEQ	Bag equipment up to 20kgs. Packing required.
Vaulting Poles	No 1	No 1	Yes	Yes	SPEQ	Packing required.
Wheelchair non powered	No 2	No 2	Yes	Yes	WCMP plus WCHR/S/C (as applicable)	Not required.
Wheelchair with Dry Cell Batteries	No 2	No 2	Yes 3	Yes	BULK + WCHR /S/C (as applicable)	Accepted under condition stipulated in DGR.
Wheelchair with Wet Cell Batteries	No 2	No 2	Yes 3	Yes	WCBW plus WCHR/S/C (as applicable)	Not required/Battery packing required acceptance under DGR specific conditions of acceptance.

NOTE: **1** Accepted as checked "baggage" with additional charges to be collected.

2 Accepted as checked "baggage" free of charge.

3 According to IATA recommended practice "Wheelchair and battery must be claimed and rechecked at each interline transfer point".

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	No	Yes	SSR WEAP	Cartridges must be securely boxed in quantity not exceeding 5 kg. Allowance for more than one passenger must not be combined into one or more packages.
Archery equipment	Yes	Yes	Yes	No	SSR SPEQ	
Bike	Yes	Yes	Yes	recommended but not mandatory	SSR BIKE	Bicycle may only be accepted as baggage provided handlebar is turned lengthwise and pedals are taken off.
Bike - Tandem	Yes	Yes	Yes	recommended but not mandatory	SSR BIKE	Yes, but not mandatory (TG may accept only single seat bicycle).
Bulk baggage	Yes	Yes	Yes	No	SSR BULK / SSR XABG	Carriage of unusual baggage size/weight is considerably in excess of maximum weight & dimensions as stipulated per TG's restriction.
Cabin baggage in seat	No	No	Yes	Yes	SSR CBBG	Weight: Max. 50 kgs per seat/Item. Height: Max. 70 cms. Baggage must be fastened by passenger seat belt.
Firearms	Yes	Yes	No	Yes	SSR WEAP	Firearms shall be unloaded, i.e. free of ammunition and suitably packed for carriage. Cartridges must be securely boxed in quantity not exceeding 5 kg/passenger. Ammunition with explosive or incendiary projectiles is prohibited for carriage by air.
Fishing equipment	Yes	Yes	Yes	No	No	Yes
Golf equipment	Yes	Yes	Yes	Yes	SSR GOLF	One set of golf clubs consists of one golf bag containing max. 14 golf clubs/12 golf balls/a pair of golf shoes.
Hang gliders	Yes	Yes	Yes	recommended but not mandatory	SSR SPEQ	Yes
Kayaks	No	No	No	Yes	SSR SPEQ	Yes

TG continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Kite	Yes	Yes	Yes	recommended but not mandatory	SSR SPEQ	Yes
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	SSR AVIH	Providing a suitable container, strong, leakageproof, clean, disinfected and covered with absorbing materials and container dimensions must be suitable for pets to stand and move around.
Pets in Cabin	No	No	Yes	Yes	SSR PETC	Weight including container not to exceed 10kgs. Container must be leak proof with min. dimensions 55x37x30cms (LxWxH).
Scuba Equipment	Yes	Yes	Yes	recommended but not mandatory	SSR SPEQ	Scuba diving equipment is subject to acceptance as checked baggage only.
Service Animals	No	No	Yes	Yes	SSR PETC/ SSR AVIH	Escort dog in cabin is exempted from weight limitations and container requirements.
Skis / Snowboard	Yes	Yes	Yes	recommended but not mandatory	SSR SPEQ	Yes
Small Surfboard less than 2 m / Wakeboard	No	No	No	recommended but not mandatory	SSR SPEQ	Surfboard/Windsurf equipment may be accepted as checked baggage for widebody aircraft only, and shall not be included in checked baggage allowance.
Surfboard/Windsurfer	No	No	No	recommended but not mandatory	SSR SPEQ	Surfboard/Windsurf equipment may be accepted as checked baggage for Wide body Aircraft only, shall not be included in checked baggage allowance.
Wheelchair non powered	Yes	Yes	Yes	Yes	SSR WCPM	
Wheelchair with Dry Cell Batteries	Yes	Yes	No	Yes	SSR WCBD	Wheelchair that is powered by Lithium batteries is not allowed on all THAI flights.
Wheelchair with Wet Cell Batteries	Yes	Yes	See note 1	Yes	SSR WCBW	Accept under condition stipulated in TG manual (dangerous goods chapter)

NOTE: 1 Most Star Alliance carriers will not allow WCBW type. Check and confirmation must be received prior to acceptance.


Turkish Airlines (TK)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	Yes	Yes	Yes	Must be requested	Cartridges must be packed in a strong container made of wood, metal or fibreboard, protected against shock and secured against movement inside the container. Quantity not exceeding 5 kg per passenger. (All are for sporting purposes).
Archery equipment	No	No	Yes	Yes	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.
Firearms	Yes	Yes	Yes	Yes	Must be requested. Only hunting weapons.	Yes
Fishing equipment	Yes	Yes	Yes	Yes	1, 7	No
Golf equipment	No (First piece free of charge)	No (First piece free of charge)	Yes	Yes	1, 7	No
Hang gliders	No	No	Yes	Yes	1, 7	No
Kayaks	No (First piece free of charge)	No (First piece free of charge)	Yes	Yes	1, 7	No
Kite	No	No	Yes	Yes	1, 7	No
Pets as Checked Baggage (AVIH)	No	No	Yes	Yes	Must be requested 3	Yes
Pets in Cabin	No	No	Yes	Yes	Must be requested. 4	Yes

TK continued

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

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. Max. weight 75 kgs. No size and weight restriction for musical instruments. Contrabass is not allowed in cabin.

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

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

5 Dimensions, weight must be advised.

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

7 Must be requested as XBAG.



United (UA)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes	NA	Yes 2	No	NA	Yes, restrictions apply/country acceptance requirements apply
Archery Equipment	Yes	NA	Yes	No	NA	Enclosed in suitable container
Bike	Yes	NA	Yes	No	NA	Bike box/entire box must fit in box/container; aircraft limitations for UAX
Bike - Tandem	Yes	NA	Yes	No	NA	Bike box/entire box must fit in box/container; aircraft limitations for UAX
Bulk baggage	No	NA	No	No	NA	
Cabin baggage in seat	No	NA	Yes 1	Yes	CBBG	No, must be restrained in seat. Extra seat must be purchased to final destination.
Firearms	Yes	NA	Yes 2	No	NA	Yes, restrictions apply/country acceptance requirements apply. Contact connecting carrier for acceptance rules. Hard-sided locked container.
Fishing equipment	Yes	NA	Yes	No	NA	Hard-sided container
Golf equipment	Yes	NA	Yes	No	NA	Covered/enclosed carrying case
Hang gliders	No	NA	Yes	No	NA	Yes, Aircraft restrictions apply
Kayaks	No	NA	Yes	No	NA	No, but aircraft restrictions apply
Kite	Yes	NA	Yes	No	NA	No policy for kite acceptance, must meet size and weight restriction
Pets as Checked Baggage (AVIH)	No	NA	No	No	NA	Shipped as PetSafe only via Cargo
Pets in Cabin	No	NA	Yes	Yes	PETC	Yes, restrictions apply/country acceptance requirements apply
Scuba Equipment	No	NA	Yes	No	NA	Restrictions apply
Service Animals	Yes	NA	Yes	Yes	SVAN and ESAN 3	No, country acceptance requirements apply

UA continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Skis/Snowboard	Yes	NA	Yes	No	NA	No
Small Surfboard less than 2 m/Wakeboard	Yes	NA	Yes	No	NA	No
Surfboard/Windsurfer	No	NA	Yes	No	NA	Skeg/Fin must be removed or well padded and placed in suitable container. Aircraft restrictions apply.
Wheelchair non powered	Yes	NA	Yes	Yes	WCMP	
Wheelchair with Dry Cell Batteries	Yes	NA	Yes	Yes	WCBD	
Wheelchair with Wet Cell Batteries	Yes	NA	Yes	Yes	WCBW	

- NOTE:**
- 1 Cabin baggage can be checked on interline/codeshare itineraries provided the customer has a seat ticketed for the CBBG on the connection/operating carrier.
 - 2 These items can be checked on interline/codeshare itineraries, however, contact the connecting/operating carrier to ensure all requirements or government regulations are followed.
 - 3 SVAN and ESAN are internal SSR codes.


US Airways (US)

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Ammunition	Yes 1		Yes	Yes	WEAP	Yes, restrictions apply/country acceptance requirements apply
Archery equipment	Yes 1		Yes	No	NA	Must be packed in a case or container of sufficient strength to protect the bows and quiver with arrows from accidental damage.
Bike	No		Yes	Yes	BIKE	Hard-cased bicycle container preferred. Limitations may exist due to aircraft size
Bike - Tandem	not accepted			NA		
Bulk baggage	Cargo only			NA		
Cabin baggage in seat	No		Yes	Yes	CBBG	
Firearms	Yes 1		Yes	Yes	WEAP	Yes, restrictions apply/country acceptance requirements apply
Fishing equipment	Yes 1		Yes	No		
Golf equipment	Yes 1		Yes	No		Golf equipment should be enclosed with a cover to prevent loss of contents.
Hang gliders	not accepted		No	NA	NA	
Kayaks	No		Yes	No		Unless the kayak or canoe is packaged in a hard-shelled case specifically designed for shipping, passenger assumes liability for damage. Aircraft restrictions apply.
Kite	not accepted					
Pets as Checked Baggage (AVIH)	not accepted					
Pets in Cabin	No		Yes	Yes	PETC	Yes, restrictions apply/country acceptance requirements apply
Scuba Equipment	Yes - if checked without tank, No - if checked with tank(s)		Yes	No		Restrictions apply

US continued

ITEMS	WITHIN FREE BAGGAGE ALLOWANCE		INTERLINE-ABLE	SSR REQUIRED	SSR ITEM	PACKAGING REQUIRED
	Piece Concept	Weight Concept				
Service Animals	Yes		Yes	Yes	DEAF-Deaf psgr with hearing ear animal; BLND-Blind psgr with seeing eye animal; OTHS-Blind and deaf psgr with guide animal; OTHS-OFFICIAL with search and rescue dog	Country acceptance requirements apply
Skis / Snowboard	Yes 1		Yes			The passenger must provide acceptable packaging for the ski equipment such as fiberglass or cloth bag to protect the ski equipment & to prevent damage to other bags. If the ski equipment is not properly protected, the customer assumes all risk of damage.
Small Surfboard less than 2 m / Wakeboard	Yes 1		Yes	No		No
Surfboard/Windsurfer	Yes 1		Yes	No		When packaging a surfboard, keels and/or kedges must be removed or crated in such a manner so as to prevent damage to other baggage. Surfboards will be accepted on US Airways Express flights. Their acceptance may be restricted by length on some aircraft.
Wheelchair non powered	Yes 1		Yes	Yes	WCHR/S/C as applicable	
Wheelchair with Dry Cell Batteries	Yes 1		Yes	Yes	WCHR/S/C as applicable	
Wheelchair with Wet Cell Batteries	Yes 1		Yes	Yes	WCHR/S/C as applicable	separate battery transportation box

NOTE: 1 Bag fees apply to/from certain destinations. Check with carrier for more information.

CARRY-ON BAGGAGE POLICY

SIZE

Carry-on baggage maximum dimensions are 23 x 40 x 55 cm.

NOTE: CA, ET, OU, OZ, SQ, TP, ZH allow 20 x 40 x 55 cm. NH allows 25 x 40 x 55 cm. LH allows 23 X 45 X 23 cm. SA allows 23 X 52 X 40 cm. TG allows 25 x 45 x 56 cm.

PIECES

2 / 2 / 1 POLICY*:

2 pieces for First Class **2** pieces for Business Class **1** piece for Economy¹ Class

The 2/2/1 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. Two pieces can be defined as one carry-on and one personal item.

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

WEIGHT

Weight policy has not been harmonised, please check individual carrier restrictions.

- 2/2/1 policy applies except where restricted by government regulations.
- For certain flights operated by small size aircraft, restrictions may apply.
- For flights to/from/within the U.S., only one carry-on and a personal item are allowed, due to government regulations.

¹ AC allows two pieces for all classes: one standard article max. dimensions 23 x 40 x 55 cm and one personal article max. dimensions 16 x 33 x 43 cm. Weight for each bag no more than 10 kg.

² NH allows 1 carry on and 1 personal item, 10 kg each for all classes.

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 boarding time with updates every 15 minutes or as appropriate.

COMMUNICATION BETWEEN STAR ALLIANCE MEMBER CARRIERS

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

IRREGULAR OPERATIONS HANDLING

STAR ALLIANCE TELEX FORMAT

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

Y.

QK JFKK9UA

.NRTK9NH

#####

VERY IMPORTANT / STAR ALLIANCE PASSENGER SERVICE REQUEST

#####

FROM: AGENT SUZUKI / KIXKINH / ALL NIPPON AIRWAYS

RE: REBOOKING REQUEST FOR DISRUPTED FLIGHT

FLT NO: NH0153 / DATE: 02SEP99 / SECTOR: KIX-BKK

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

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

TTL NBR OF PAX: 3 PAX

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

AMENITIES - CONTROLLABLE*

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

AMENITIES - UNCONTROLLABLE*

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

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

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

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

IRREGULAR OPERATIONS HANDLING

REBOOKING

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

ONWARD CARRIAGE

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

NOTE: NZ: provided onward tickets are on the same ticket or issued in-conjunction.

SAME RATED ROUTING*

Rebook on the same rated routing whenever possible.

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

CARRIER ORDER

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

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

PASSPORT OR VISA

Identify any passport or visa constraints that would affect rebooking customers via alternate 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 to Star Alliance Gold and full-fare customers. Rebooking in a higher cabin class on another Star Alliance carrier or another airline is only permitted with prior approval of the new receiving carrier. Additional cost may apply.

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: According to individual carrier processes.

Q: How do I handle re-routes?

A: According to individual carrier processes.

MODIFICATIONS

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

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

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

A: Contact airline ticket office or help desk.

LOUNGE ACCESS

INTERNATIONAL FIRST CLASS CUSTOMERS

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

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

INTERNATIONAL BUSINESS CLASS CUSTOMERS

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

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

DOMESTIC FIRST CLASS

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

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

DOMESTIC BUSINESS CLASS

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

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

STAR ALLIANCE GOLD (SAG) CUSTOMERS TRAVELLING IN ANY CLASS

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

- Customer must present proof of SAG-level status via a valid frequent flyer programme SAG-level card or other valid indication of SAG-level status as defined in Component B11 - Recognition of Star Alliance Gold and Silver Customers, such as XX*G on the boarding pass, where XX is the carrier code of the carrier with whom the customer has SAG-level status;
- Where a discrepancy exists between loyalty status level displayed on the frequent flyer programme card, boarding pass or other means presented for entrance and what is displayed in the Star Alliance Premium Customer Database (Lounge Access Component B10), the highest displayed level will be honoured;
- Customer must also present a boarding pass for travel on a Star Alliance flight departing from the local airport;
- Customer is entitled to one guest;
- UA and US SAG customers may only access the United Clubs and US Airways Clubs within the U.S. when travelling in conjunction with a Star Alliance international flight.

PAID LOUNGE MEMBERSHIP CUSTOMERS

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

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

DEFINITIONS: TYPE OF LOUNGES

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

DEFINITIONS: TYPE OF ELIGIBLE CUSTOMERS

- **INTERNATIONAL FIRST CLASS CUSTOMERS:** Customers travelling with a boarding pass for a Star Alliance flight in International First Class departing from the local airport.
- **INTERNATIONAL BUSINESS CLASS CUSTOMERS:** Customers travelling with a boarding pass for a Star Alliance flight in International Business Class departing from the local airport.
- **DOMESTIC FIRST CLASS CUSTOMERS:** Customers travelling with a boarding pass for a Star Alliance flight in Domestic First Class departing from the local airport.
- **DOMESTIC BUSINESS CLASS CUSTOMERS:** Customers travelling with a boarding pass for a Star Alliance flight in Domestic Business Class departing from the local airport.
- **STAR ALLIANCE GOLD (SAG) CUSTOMERS:** Customers identified as SAG-level customers in the Star Alliance Premium Customer Database (Lounge Access Component B10) and holding proof of their SAG-level status.
- **ELIGIBLE PAID LOUNGE MEMBERSHIP CUSTOMERS:** Some of the Star Alliance member carriers have Paid Lounge Membership programmes included in the Star Alliance Lounge Access Policy. These include members of Air Canada Maple Leaf Club - Worldwide, Continental Airlines Presidents Club, United Airlines Red Carpet Club, United Airlines United Club and US Airways Club.
- **ELIGIBLE GUESTS:** International First, Star Alliance Gold and Eligible Paid Lounge Membership customers are entitled to one guest:
 - The guest must enter the designated lounge with the eligible customer;
 - The guest must also present a boarding pass for any Star Alliance flight departing from the local airport.

DEFINITIONS: OTHERS

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

CONTRACT LOUNGES

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

- Customer must present proof of SAG-level status via a valid frequent flyer programme SAG-level card

- or other valid indication of SAG-level status as defined in Component B11 - Recognition of Star Alliance Gold and Silver Customers, such as XX*G on the boarding pass where XX is the carrier code of the carrier with whom the customer has SAG-level status;
 - Customer must also present a boarding pass for a Star Alliance flight departing from that local airport having a contract with the third-party lounge;
 - Customer is entitled to one guest. Guest must be departing on the same carrier as the eligible SAG customer;
 - Paid Lounge Membership customers are not entitled to use any contract lounges.
-

STAR ALLIANCE BRANDED LOUNGES

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

OTHERS

Lounge access not explicitly addressed in the previous sections is outside the scope of the B08 Lounge Access Component 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 990 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 ACCESS				
		Int'l First Class	Int'l Business Class	Domestic First Class	Domestic Business Class	Star Alliance Gold	AC Maple Leaf Club - Worldwide	CO Presidents Club 5	United Red Carpet Club 5	United Club	US Airways Club
	Aegean Club Lounge	✓	✓	-	✓	✓	✓	✓	✓	✓	
	Maple Leaf Lounge	✓	✓	-	✓	✓	✓	✓	✓	✓	
	Air China Lounge (Business Class)	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Air China Lounge (First Class)	✓	-	✓	-	-	-	-	-	-	
	Koru Lounge	✓	✓	-	-	✓	✓	✓	✓	✓	
	International Lounge	✓	✓	-	-	✓	✓	✓	✓	✓	
	CLUB ANA Lounge	✓	✓	-	-	✓	✓	✓	✓	✓	
	ANA Lounge	✓	✓	✓	-	✓	✓ ³	✓ ³	✓ ³	✓ ³	
	signet	✓	-	-	-	✓	-	-	-	-	
	ANA Suite Lounge	✓	-	-	-	-	-	-	-	-	
	Asiana Lounge (Domestic)	-	-	-	-	✓	✓	✓	✓	✓	
	Asiana Lounge (Business Class)	✓	✓	-	-	✓	✓	✓	✓	✓	
	Asiana Lounge (First Class)	✓	-	-	-	-	-	-	-	-	
	Austrian Business Lounge	✓	✓	-	✓	✓	✓	✓	✓	✓	
	Austrian Senator Lounge	✓	-	-	-	✓	-	-	-	-	
	HON Circle Lounge	✓ ²	-	-	-	-	-	-	-	-	
	VIP Lounge	✓	✓	-	✓	✓	✓	✓	✓	✓	
	Sunrise Lounge	✓	✓	-	-	✓	✓	✓	✓	✓	
	Business Lounge	✓	✓	-	-	✓	✓	✓	✓	✓	
	Copa Club	✓	✓	-	-	✓	✓	✓	✓	✓	

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	CO Presidents Club	United Red Carpet Club	United Club	US Airways Club
 EGYPTAIR Business Class Lounge	✓	✓	-	✓	✓	✓	✓	✓	✓	✓
EGYPTAIR First Class Lounge	✓	-	-	-	-	-	-	-	-	-
 Cloud Nine Lounge	✓	✓	-	✓	✓	✓	✓	✓	✓	✓
 LOT Business Lounge - Polonez	✓	✓	-	✓	✓	✓	✓	✓	✓	✓
 Business Lounge	✓	✓	-	✓	✓	✓	✓	✓	✓	✓
Senator Lounge	✓	-	-	-	✓	-	-	-	-	-
First Class Lounge	✓ ²	-	-	-	-	-	-	-	-	-
 Business Lounge	✓	✓	-	-	✓	✓	✓	✓	✓	✓
Scandinavian Lounge	✓	-	-	-	✓	-	-	-	-	-
 Shenzhen Lounge	-	-	✓	✓	✓	✓	✓	✓	✓	✓
 SIA Krisflyer Gold Lounge	✓	✓	-	-	✓	✓	✓	✓	✓	✓
SilverKris Lounge (Business Class)	✓	✓	-	-	✓ ⁴	✓ ⁴	✓ ⁴	✓ ⁴	✓ ⁴	✓ ⁴
SilverKris Lounge (First Class)	✓	-	-	-	-	-	-	-	-	-
 Baobab Premium Class Lounge	✓	✓	-	✓	✓	✓	✓	✓	✓	✓
Cyad First Class Lounge	✓	-	-	-	-	-	-	-	-	-
 Star Alliance Lounge (Business Class)	✓	✓	-	✓	✓	✓	✓	✓	✓	✓
Star Alliance Lounge (First Class)	✓	-	-	-	-	-	-	-	-	-
 SWISS Business Class Lounge	✓	✓	-	✓	✓	✓	✓	✓	✓	✓
Senator Lounge	✓	-	-	-	✓	-	-	-	-	-
SWISS First Class Lounge	✓ ²	-	-	-	-	-	-	-	-	-

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	CO Presidents Club	United Red Carpet Club	United Club	US Airways Club
 VIP Lounge	✓	✓	-	✓	✓	✓	✓	✓	✓	✓
 Domestic Lounges	✓	✓	-	-	✓	✓	✓	✓	✓	✓
International First Class Lounge	✓	-	-	-	-	-	-	-	-	-
International Business Class Lounge	✓	✓	-	-	✓	✓	✓	✓	✓	✓
 TAP Premium Lounge	✓	✓	-	✓	✓	✓	✓	✓	✓	✓
 Royal Orchid Lounge	✓	✓	-	✓	✓	✓	✓	✓	✓	✓
Royal Silk Lounge	✓	✓	-	✓	✓	✓	✓	✓	✓	✓
Royal First Lounge	✓ ²	-	-	-	-	-	-	-	-	-
 Business Class Lounge	✓	✓	-	✓	✓	✓	✓	✓	✓	✓
 United Club	✓	✓	-	-	✓ ¹	✓	✓	✓	✓	✓
United International First Lounge	✓	-	-	-	-	-	-	-	-	-
 US Airways Club	✓	✓	-	-	✓ ¹	✓	✓	✓	✓	✓

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

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

3 NRT and HND International Departures Lounge

4 Except SIN

5 CO Presidents Club and United Red Carpet Club will gradually merge into United Club during 2012. Cards currently in circulation remain valid until they expire, then they will be replaced by a United Club card, assuming membership is extended.

DESTINATIONS WITH LOUNGES

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

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

City Country	Airport Code Airport Name		
Hong Kong China	HKG Hong Kong International Airport	SQ, TG, UA	TG, UA

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

Please refer to Lounge Access policies.

DESTINATIONS WITH LOUNGES: A

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

DESTINATIONS WITH LOUNGES: A-B

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

DESTINATIONS WITH LOUNGES: B-C

City Country	Airport Code Airport Name		
Bogota Colombia	BOG Bogota (Eldorado), Colombia	AV	
Boston United States	BOS Logan International Airport	LH, UA, US	
Bremen Germany	BRE Bremen Airport	LH	
Brisbane Australia	BNE Brisbane International Airport	NZ, SQ	
Brussels Belgium	BRU Brussels National Airport	SK, SN	
Bucaramanga Colombia	BGA Bucaramanga [Palonegro], Colombia	AV	
Buenos Aires Argentina	EZE Ministro Pistarini International Airport	UA	
Buffalo United States	BUF Buffalo Niagara International Airport	US	
Cairo Egypt	CAI Cairo International Airport	MS	MS

DESTINATIONS WITH LOUNGES: C

City Country	Airport Code Airport Name		
Calgary Canada	YYC Calgary International Airport	AC	
Cali Colombia	CLO Cali (Alfonso Bonilla Aragon), Colombia	AV	
Cape Town South Africa	CPT Cape Town International Airport	SA	SA
Cartagena de Indias Colombia	CTG Cartagena de Indias (Rafael Nunez), Colombia	AV	
Charlotte United States	CLT Charlotte Douglas International Airport	US	
Cheju South Korea	CJU Cheju International Airport	OZ	
Chengdu China	CTU Chengdu Shuangliu international Airport	CA	CA
Chiang Mai Thailand	CNX Chiang Mai International Airport	TG	
Chiang Rai Thailand	CEI Chiang Rai International Airport	TG	

DESTINATIONS WITH LOUNGES: C-D

City Country	Airport Code Airport Name		
Chicago United States	ORD Chicago O'Hare International Airport	LX, SK, UA	LX, UA
Christchurch New Zealand	CHC Christchurch International Airport	NZ	
Cleveland United States	CLE Cleveland-Hopkins International Airport	UA	
Cologne Germany	CGN Cologne-Bonn Airport	LH	
Copenhagen Denmark	CPH Copenhagen Kastrup Airport	SK	
Cucuta Colombia	CUC Cucuta (Camilo Daza), Colombia	AV	
Curitiba Brazil	CWB Curitiba Afonso Pena Airport	JJ	
Dalaman Turkey	DLM Dalaman International Airport	TK	
Dallas United States	DFW Dallas Fort Worth International Airport	UA	

DESTINATIONS WITH LOUNGES: D-E

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

DESTINATIONS WITH LOUNGES: E-G

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

DESTINATIONS WITH LOUNGES: G-H

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

DESTINATIONS WITH LOUNGES: H-I

City Country	Airport Code Airport Name		
Hat Yai Thailand	HDY Hat Yai International Airport	TG	
Helsinki Finland	HEL Helsinki Vantaa International Airport	SK	
Hiroshima Japan	HIJ Hiroshima International Airport	NH	
Hohhot China	HET Hohhot Baita International Airport		CA
Hong Kong China	HKG Hong Kong International Airport	SQ, TG, UA	TG, UA
Honolulu United States	HNL Honolulu International Airport	UA	
Houston United States	IAH George Bush Intercontinental Airport	UA	
Istanbul Turkey	IST Istanbul Ataturk International Airport	TK	
Izmir Turkey	ADB Izmir Adnan Menderes International Airport	TK	

DESTINATIONS WITH LOUNGES: J-L

City Country	Airport Code Airport Name		
Johannesburg South Africa	JNB OR Tambo International Airport	SA	SA
Kagoshima Japan	KOJ Kagoshima Airport	NH	
Kathmandu Nepal	KTM Kathmandu Tribhuvan International Airport	TG	
Khon Kaen Thailand	KKC Khon Kaen International Airport	TG	
Kiev Ukraine	KBP Kiev Borispol, Ukraine	OS	
Komatsu Japan	KMQ Komatsu Airport	NH	
Krabi Thailand	KBV Krabi Airport	TG	
Kuala Lumpur Malaysia	KUL Kuala Lumpur International Airport	SQ, TG	
Larnaca Cyprus	LCA Larnaca International Airport	A3	

DESTINATIONS WITH LOUNGES: L-M

City Country	Airport Code Airport Name		
Las Vegas United States	LAS McCarran International Airport	UA	
Leipzig Germany	LEJ Leipzig Halle Airport	LH	
Lisbon Portugal	LIS Lisbon Portela Airport	TP	
London United Kingdom	LHR London Heathrow Airport	 AC, SK, SQ	 SQ
Los Angeles United States	LAX Los Angeles International Airport	 AC, NZ, UA, US	 UA
Lusaka Zambia	LUN Lusaka International Airport	SA	
Manila Philippines	MNL Ninoy Aquino International Airport	SQ, TG	SQ
Manizales Colombia	MZL Manizales, Colombia	AV	

DESTINATIONS WITH LOUNGES: M

City Country	Airport Code Airport Name		
Matsuyama Japan	MYJ Matsuyama Airport	NH	
Medellin Colombia	MDE Medellin (Olaya Herrera), Colombia	AV	
Melbourne Australia	MEL Tullamarine International Airport	NZ, SQ, UA	SQ
Mexico Mexico	MEX Benito Juarez International Airport	UA	
Milan Italy	MXP Milan Malpensa Airport	LH	
Minneapolis/St. Paul United States	MSP Minneapolis St. Paul International Airport	UA	
Montreal Canada	YUL P. E. Trudeau International Airport	AC	
Mumbai (Bombay) India	BOM Chhatrapati Shivaji International Airport	LH	
Munich Germany	MUC Munich Franz Josef Strauss	LH	

DESTINATIONS WITH LOUNGES: N

City Country	Airport Code Airport Name		
Nadi Fiji	NAN Nadi International Airport	NZ	
Nagoya Japan	NGO Central Japan International Airport	 NH	
Nanjing China	NKG Nanjing Lukou International Airport	ZH	ZH
Napier / Hastings New Zealand	NPE Napier Airport	NZ	
Nelson New Zealand	NSN Nelson Airport	NZ	
New Plymouth New Zealand	NPL New Plymouth Airport	NZ	
New York United States	EWR Newark Liberty International Airport	LH, SK, UA	
New York United States	JFK John F. Kennedy International Airport	LH, LX, UA	LX, UA
New York United States	LGA La Guardia Airport	UA, US	

DESTINATIONS WITH LOUNGES: N-P

City Country	Airport Code Airport Name		
Nuremberg Germany	NUE Nuremberg Airport	LH	
Okinawa Japan	OKA Okinawa Naha Airport	NH	
Orange County United States	SNA John Wayne Airport	UA	
Orlando United States	MCO Orlando International Airport	UA	
Osaka Japan	KIX Osaka Kansai International Airport	NH, TG, UA	
Osaka Japan	ITM Osaka Itami Airport	NH	
Oslo Norway	OSL Oslo Gardermoen Airport	SK	
Ottawa Canada	YOW Macdonald-Cartier International Airport	AC	
Palmerston North New Zealand	PMR Palmerston North International Airport	NZ	

DESTINATIONS WITH LOUNGES: P

City Country	Airport Code Airport Name		
Panama City Panama	PTY Tocumen International Airport	CM	
Paris France	CDG Charles de Gaulle	 AC, LH, SK	
Penang Malaysia	PEN Penang International Airport	SQ	
Pereira Colombia	PEI Pereira (Matecana), Colombia	AV	
Perth Australia	PER Perth International Airport	SQ	
Philadelphia United States	PHL Philadelphia International Airport	UA, US	
Phitsanulok Thailand	PHS Phitsanulok Airport	TG	
Phoenix United States	PHX Phoenix Sky Harbor International Airport	UA, US	
Phuket Thailand	HKT Phuket International Airport	TG	
Pittsburgh United States	PIT Pittsburgh International Airport	US	

DESTINATIONS WITH LOUNGES: P-R

City Country	Airport Code Airport Name		
Port Elizabeth South Africa	PLZ Port Elizabeth Airport	SA	
Portland United States	PDX Portland International Airport	UA	
Porto Alegre Brazil	POA Porto Alegre Salgado Filho International Airport	JJ	
Pusan South Korea	PUS Pusan Kimhae International Airport	OZ	
Queenstown New Zealand	ZQN Queenstown International Airport	NZ	
Raleigh-Durham United States	RDU Raleigh-Durham International Airport	US	
Recife Brazil	REC Guararapes-Gilberto Freyre Airport	JJ	
Regina Canada	YQR Regina International Airport	AC	
Rio de Janeiro Brazil	GIG Galeao-Antonio Carlos Jobim International Airport	JJ	JJ

DESTINATIONS WITH LOUNGES: R-S

City Country	Airport Code Airport Name		
Rio de Janeiro Brazil	SDU Santos Dumont Airport	JJ	
San Antonio United States	SAT San Antonio International Airport	UA	
San Diego United States	SAN San Diego International Airport	UA	
San Francisco United States	SFO San Francisco International Airport	SQ, UA	UA
San Salvador El Salvador	SAL San Salvador (Internacional), El Salvador	TA	
Santo Domingo Dominican Republic	SDQ Santo Domingo (Aeropuerto de las Americas), Dominican Republic	CM	
Sao Paulo Brazil	GRU Sao Paulo Guarulhos International Airport	JJ, UA	JJ
Sapporo Japan	CTS New Chitose Airport	NH	
Seattle United States	SEA Seattle Tacoma International Airport	UA	

DESTINATIONS WITH LOUNGES: S

City Country	Airport Code Airport Name		
Sendai Japan	SDJ Sendai Airport	NH	
Seoul South Korea	ICN Seoul Incheon International Airport	OZ	OZ
Seoul South Korea	GMP Seoul Gimpo International Airport	OZ	
Shanghai China	PVG Shanghai Pudong International	CA	
Shenyang China	SHE Shenyang Taoxian International Airport	ZH	ZH
Shenzhen China	SZX Shenzhen International Airport	CA ZH	CA ZH
Singapore Singapore	SIN Singapore Changi International Airport	SQ, TG	SQ
St. John's Canada	YYT St. John's International Airport	AC	
Stockholm Sweden	ARN Stockholm Arlanda Airport	SK	

DESTINATIONS WITH LOUNGES: S-T

City Country	Airport Code Airport Name		
Stuttgart Germany	STR Stuttgart Echterdingen Airport	LH	
Surat Thani Thailand	URT Surat Thani Airport	TG	
Sydney Australia	SYD Sydney Kingsford Smith Airport	NZ, SQ	SQ
Taipei Taiwan	TPE Taiwan Taoyuan International Airport	SQ, TG	
Tampa United States	TPA Tampa International Airport	US	
Thessaloniki Greece	SKG Thessaloniki Airport	A3	
Tianjin China	TSN Tianjin Binhai International Airport	CA	
Tokyo Japan	HND Tokyo Haneda International Airport	NH	NH
Tokyo Japan	NRT Narita International Airport	NH, UA	NH, UA
Toronto Canada	YYZ Lester B. Pearson International Airport	AC	

DESTINATIONS WITH LOUNGES: T-W

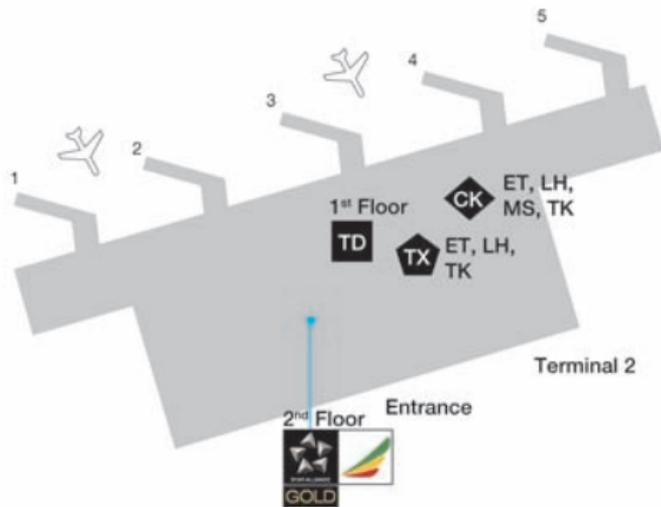
City Country	Airport Code Airport Name		
Trabzon Turkey	TZX Trabzon Airport	TK	
Ubon Ratchathani Thailand	UBP Ubon Ratchathani Airport	TG	
Vancouver Canada	YVR Vancouver International Airport	AC	
Vienna Austria	VIE Vienna International Airport	OS	
Warsaw Poland	WAW Frederic Chopin Airport	LO	
Washington United States	DCA Washington National Airport	UA, US	
Washington United States	IAD Washington Dulles International Airport	LH, UA	UA
Wellington New Zealand	WLG Wellington International Airport	NZ	
Winnipeg Canada	YWG Winnipeg International Airport	AC	

DESTINATIONS WITH LOUNGES: W-Z

City Country	Airport Code Airport Name		
Wuxi China	WUX Sunan Shuofang International Airport	ZH	ZH
Zurich Switzerland	ZRH Zurich Kloten Airport	LX	

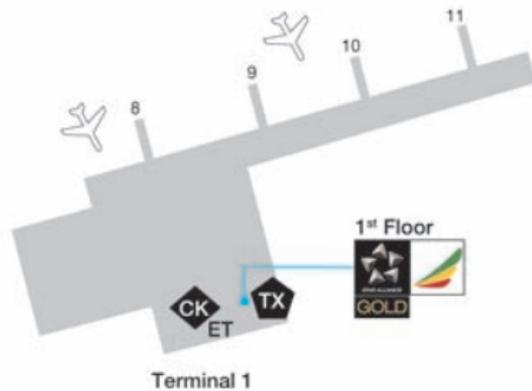


MAPS



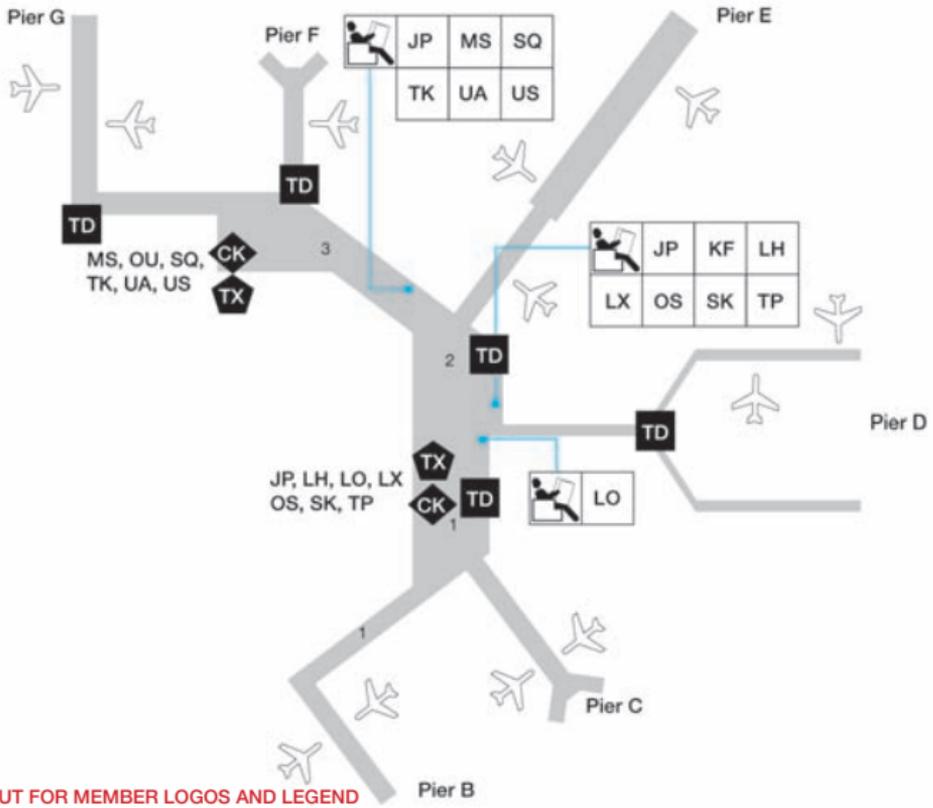
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: ET | LH | MS | TK



ADD

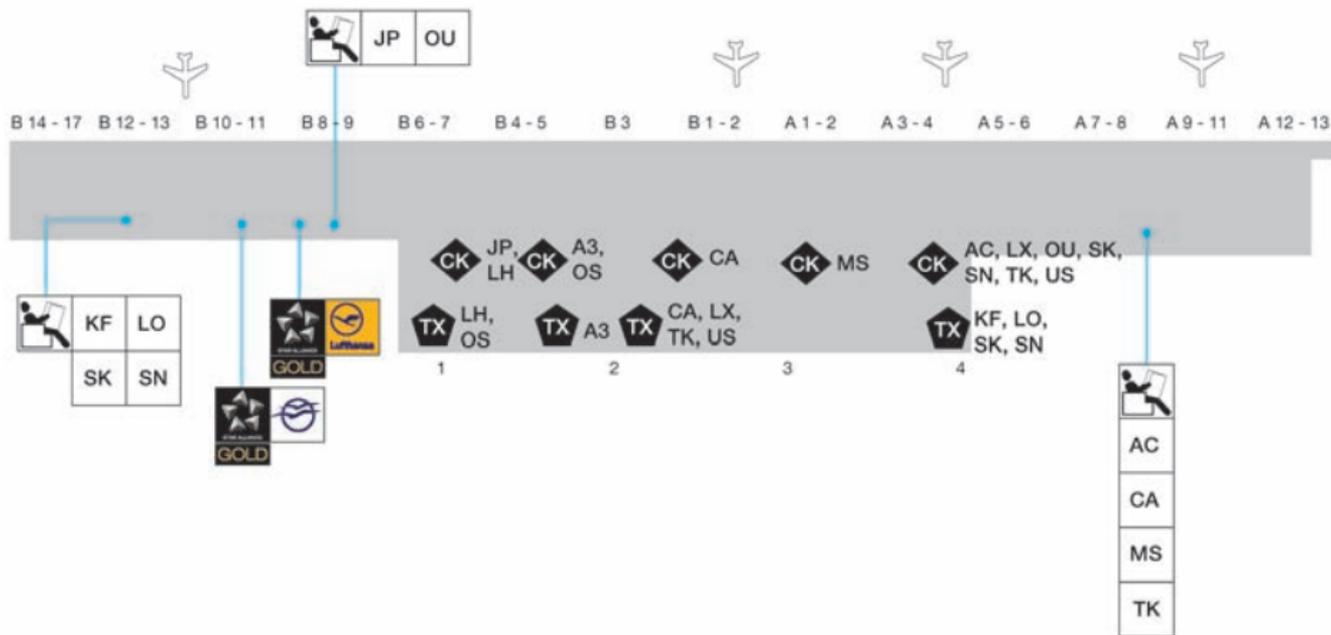
Addis Ababa, Ethiopia
 Bole International Airport
www.ethiopianairports.com/



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

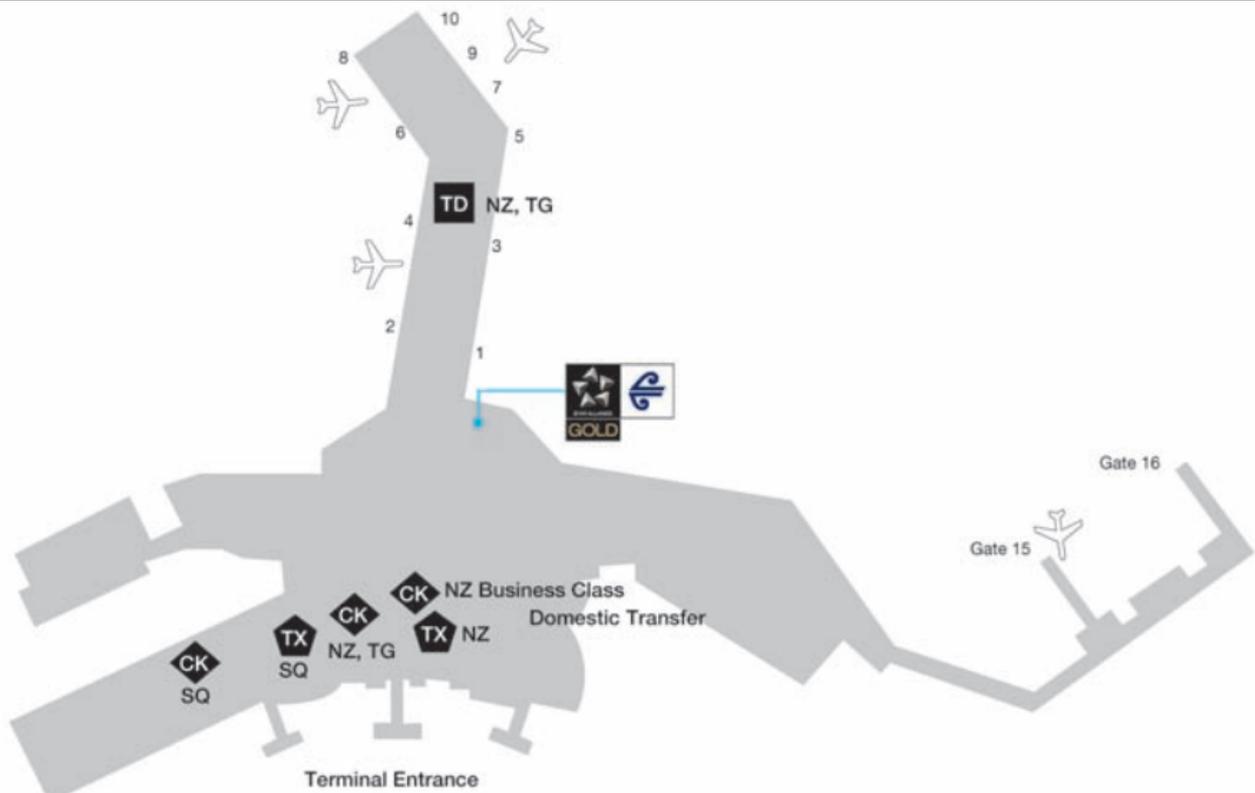
ATH

Athens, Greece
Eleftherios Venizelos International Airport
www.aia.gr



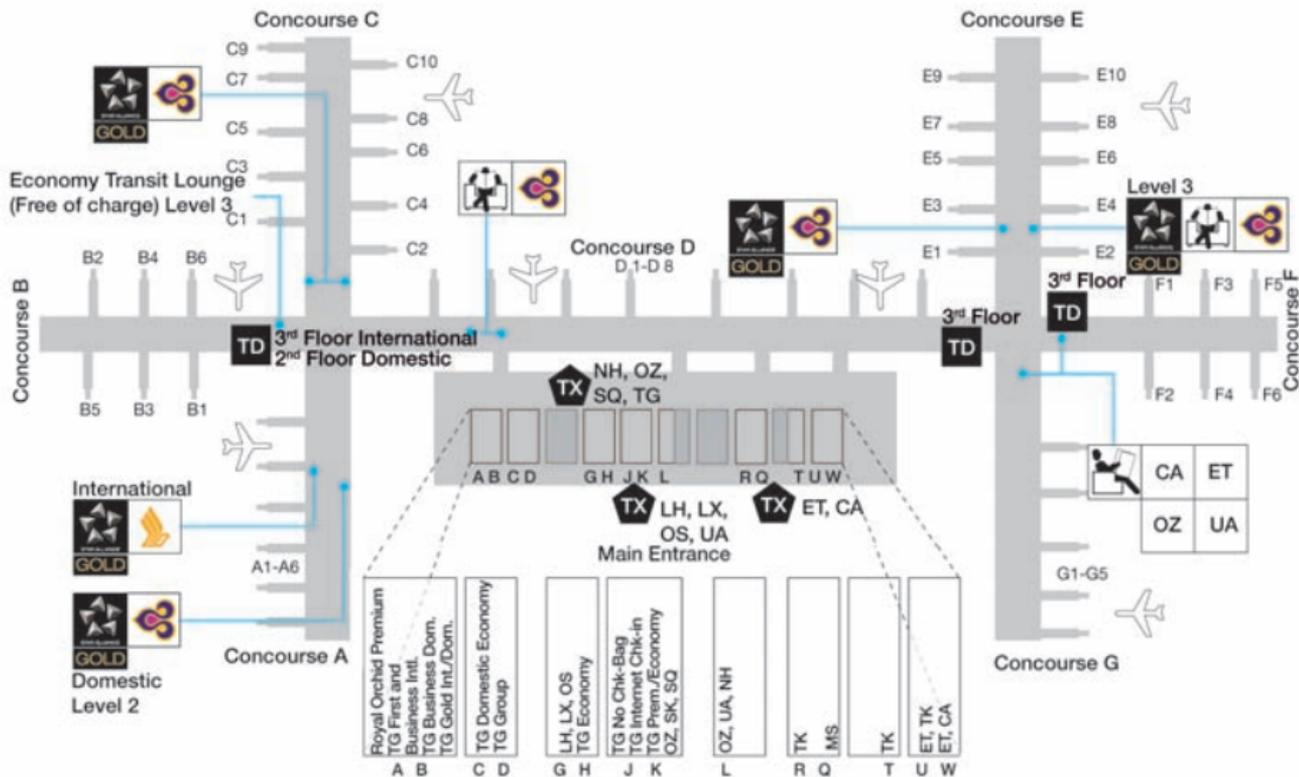
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: NZ | SQ | TG

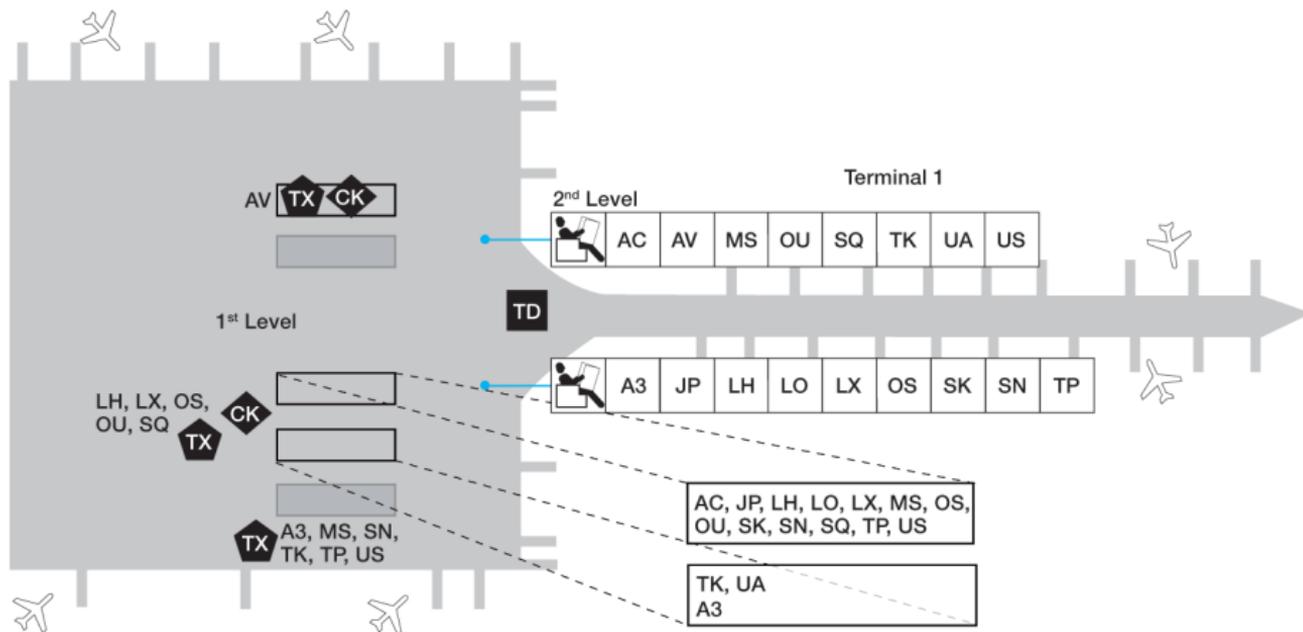


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

BKK

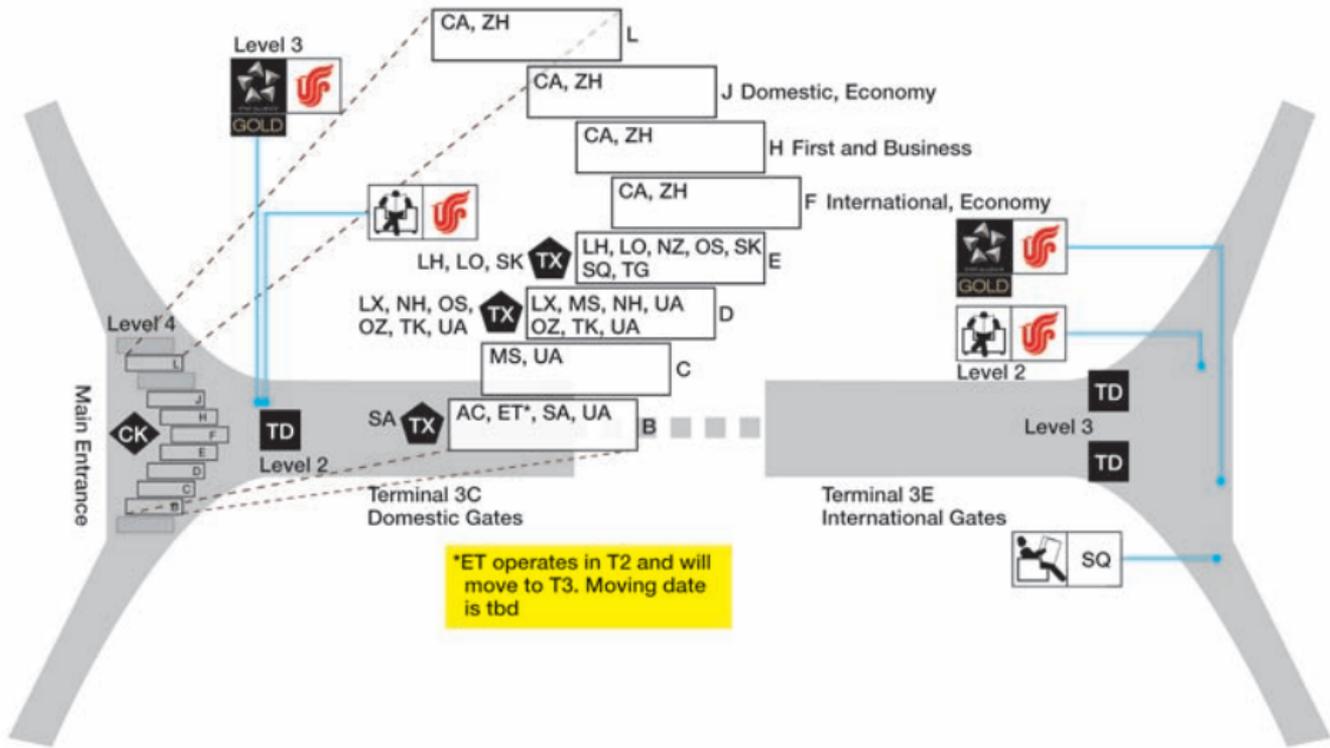
Bangkok, Thailand
 Suvarnabhumi International Airport
www.airportthai.co.th



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

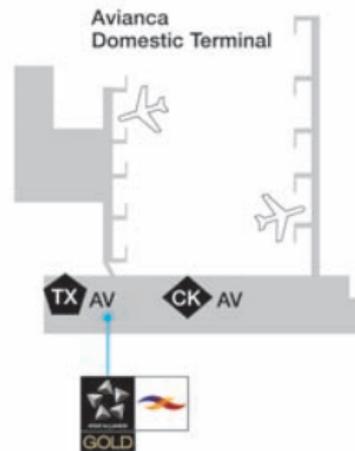
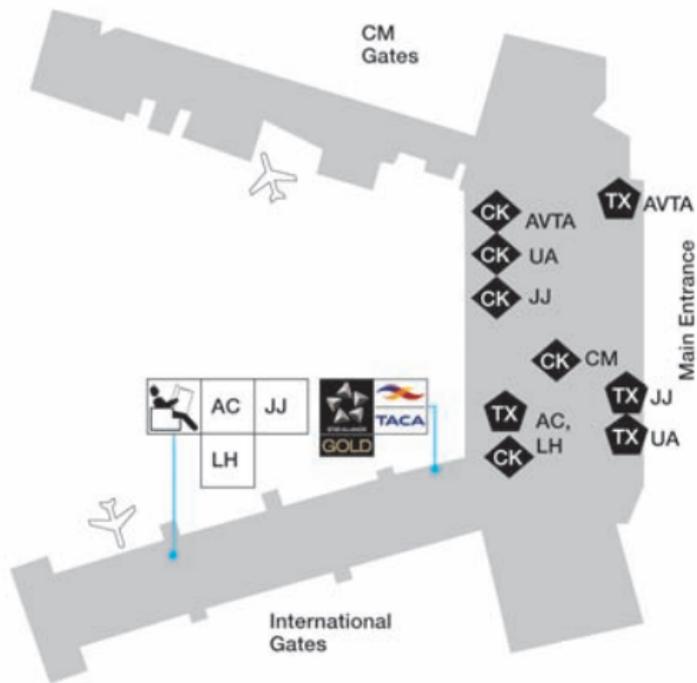
PEK



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

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



note: New terminal T2 to be built in 2012

SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AVTA | CM | JJ | LH | UA

BOG

Bogota, Colombia
 El Nuevo Dorado International
www.elnuevodorado.com

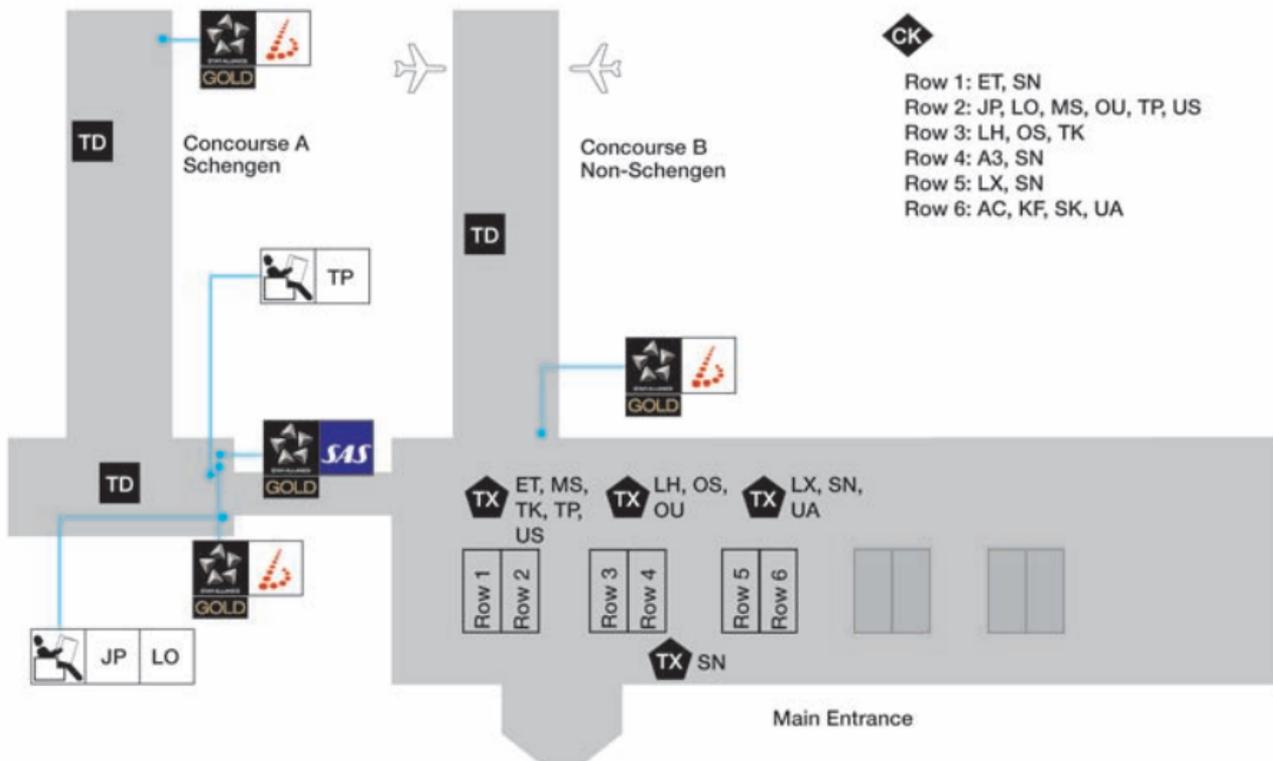
BOS



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | LH | LX | UA | US

Boston, USA
Logan International Airport
www.massport.com

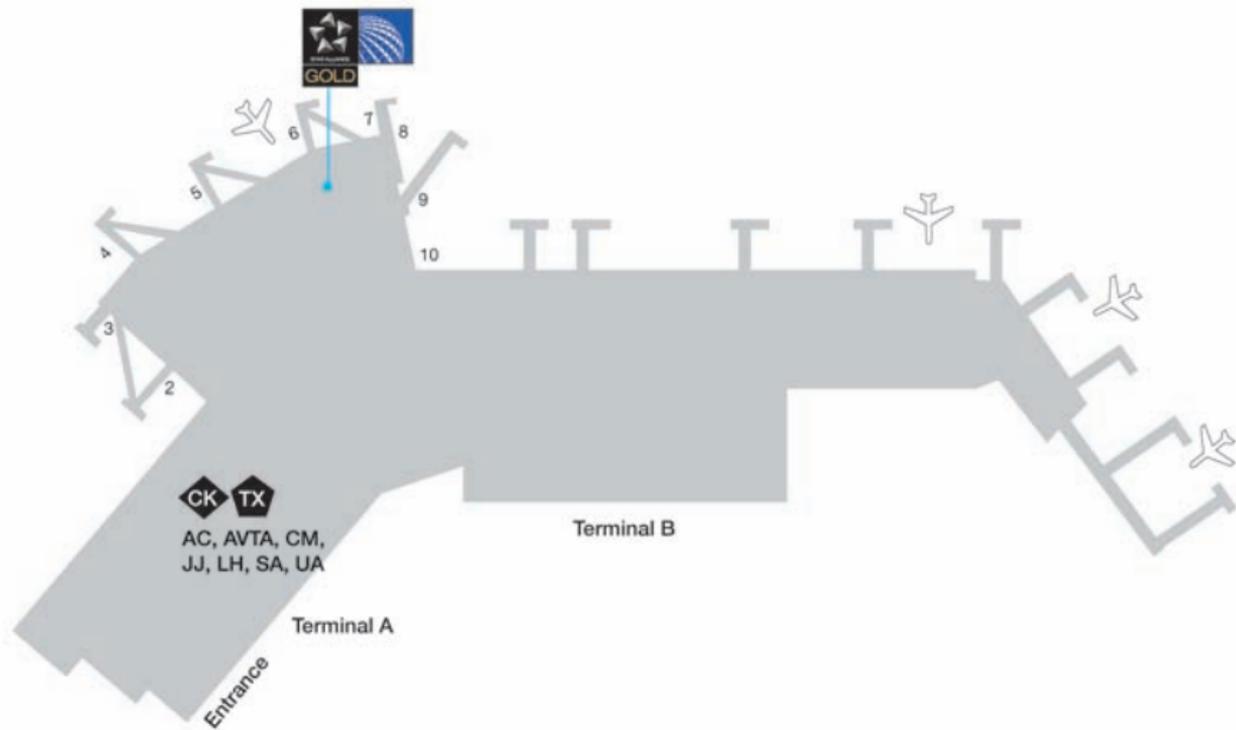


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

BRU

Brussels, Belgium
 Brussels National Airport
www.brusselsairport.be

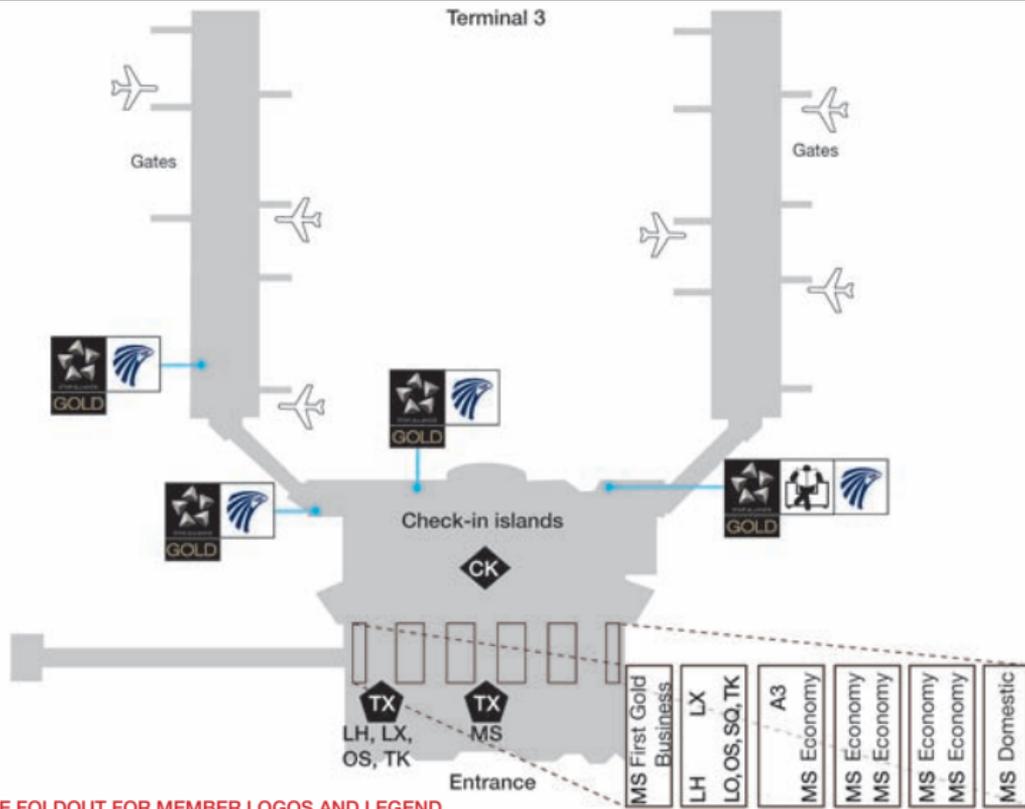


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AVTA | CM | JJ | LH | SA | UA

EZE

Buenos Aires, Argentina
 Ministro Pistarini International Airport
www.aa2000.com.ar/



*currently in T1

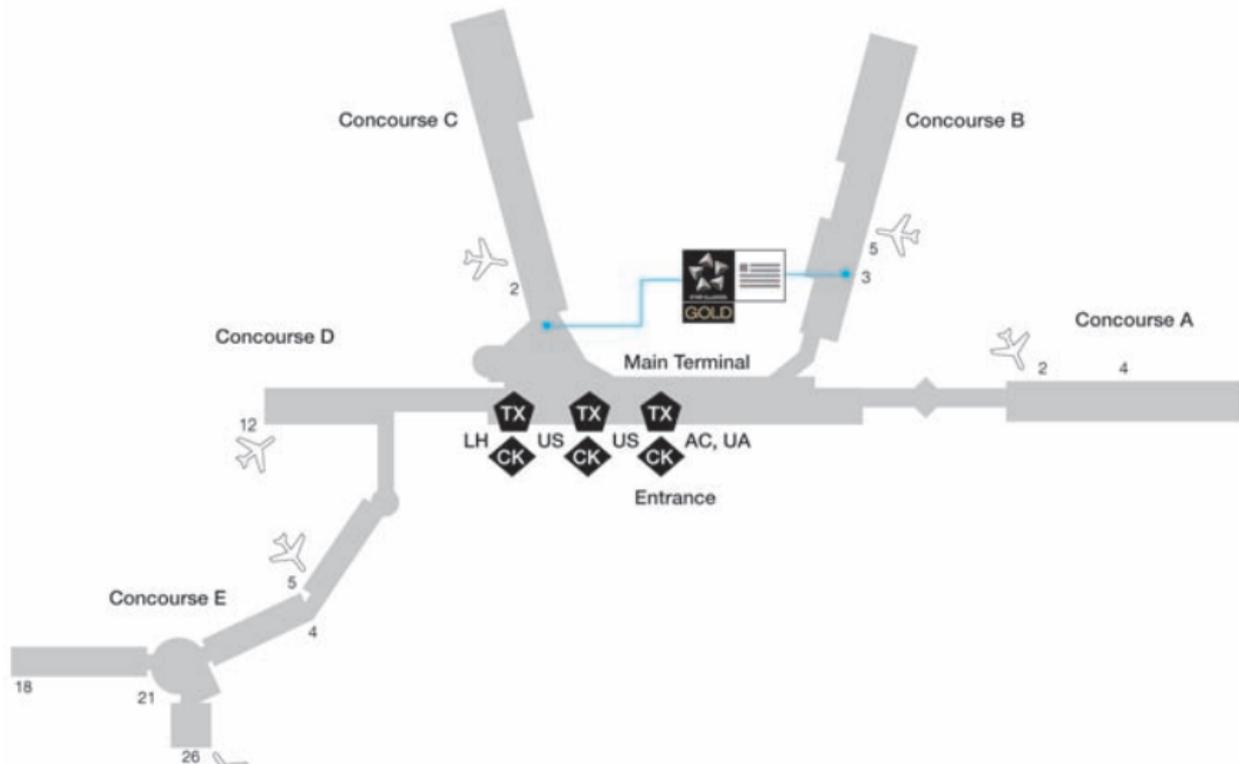
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | ET* | LH | LO | LX | MS | OS | SQ | TK

CAI

Cairo, Egypt
 Cairo International Airport
www.cairo-airport.com

CLT



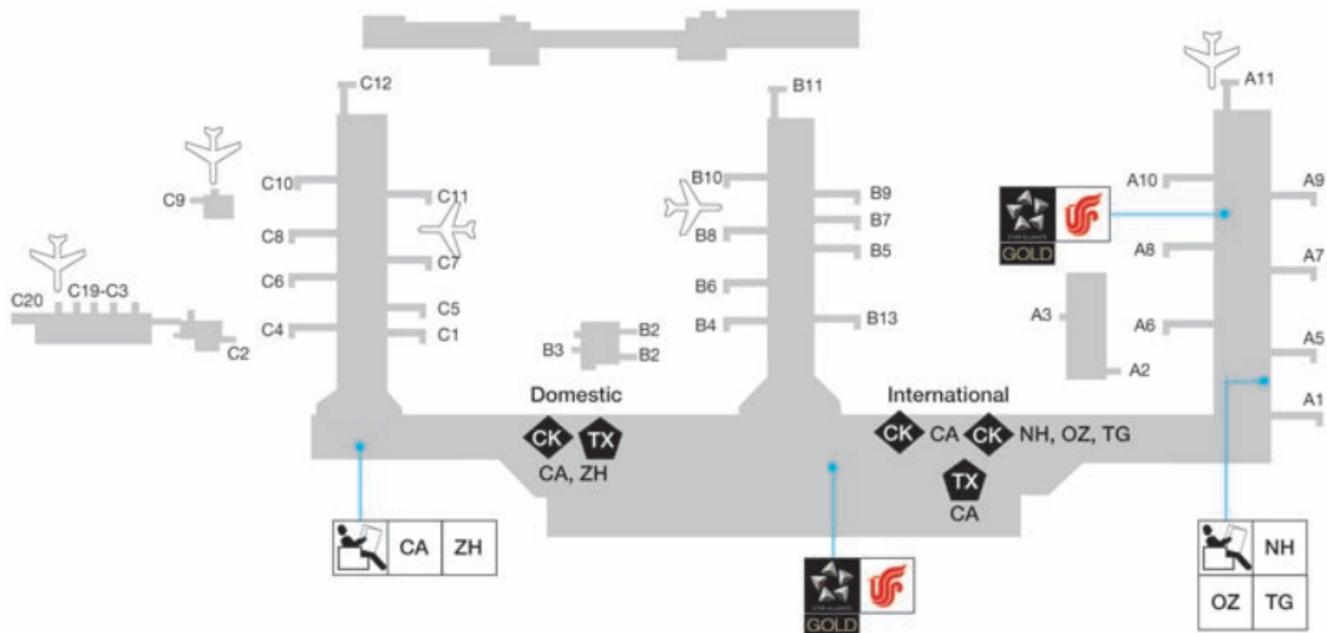
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | LH | UA | US

Charlotte, USA

Charlotte Douglas International Airport

www.charlotteairport.com

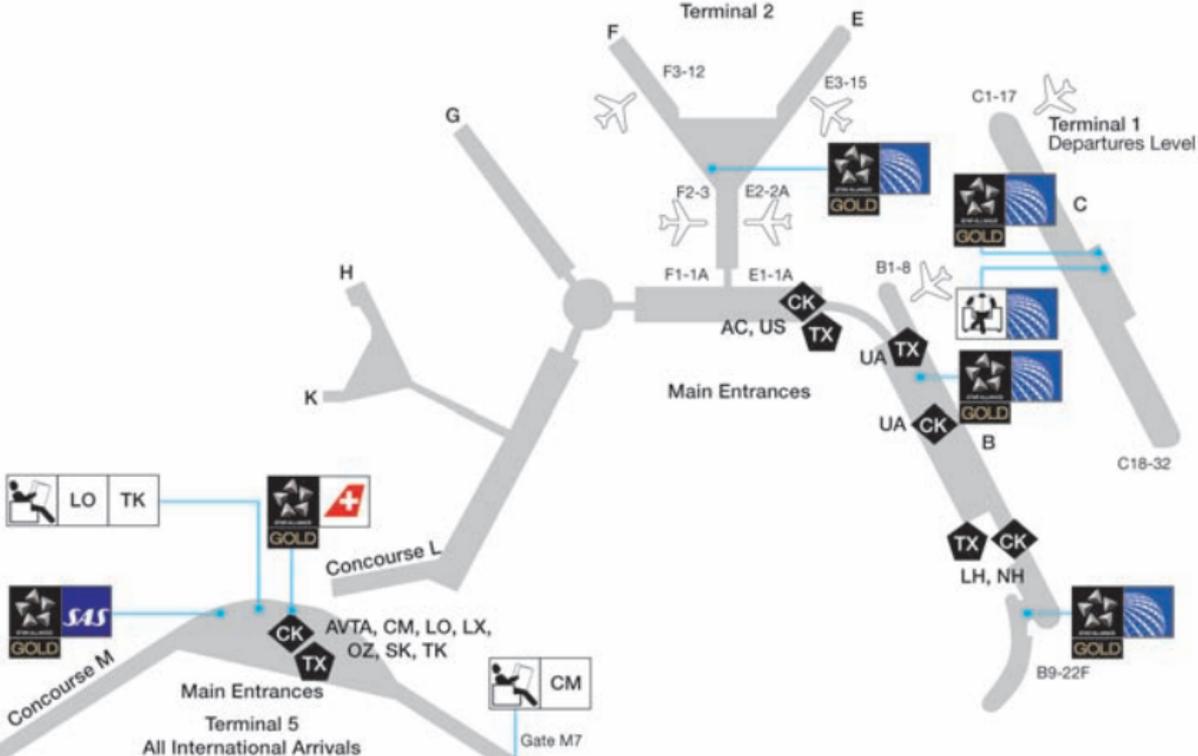


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

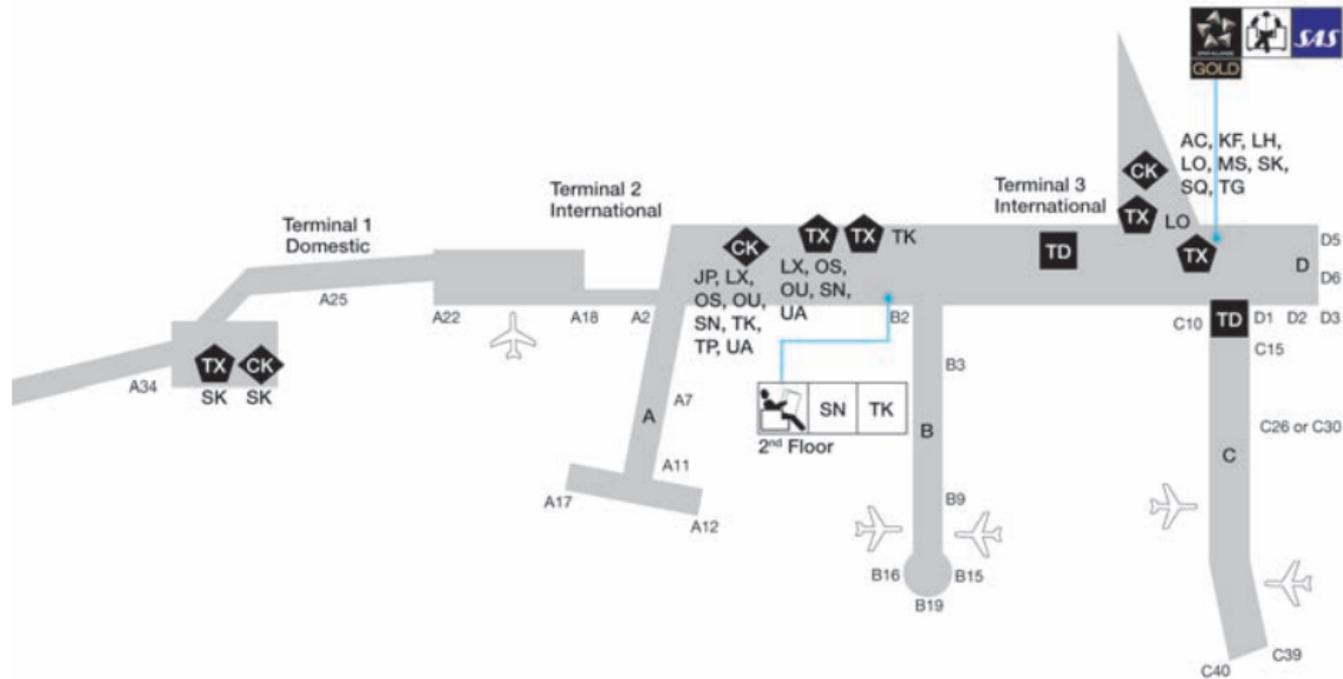
Chengdu, China
Shuangliu
www.cdairport.com

ORD



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Operating Carriers: AC | AVTA | CM | LH | LO | LX | NH | OZ | SK | TK | UA | US

Chicago, USA
Chicago O'Hare
www.ohare.com



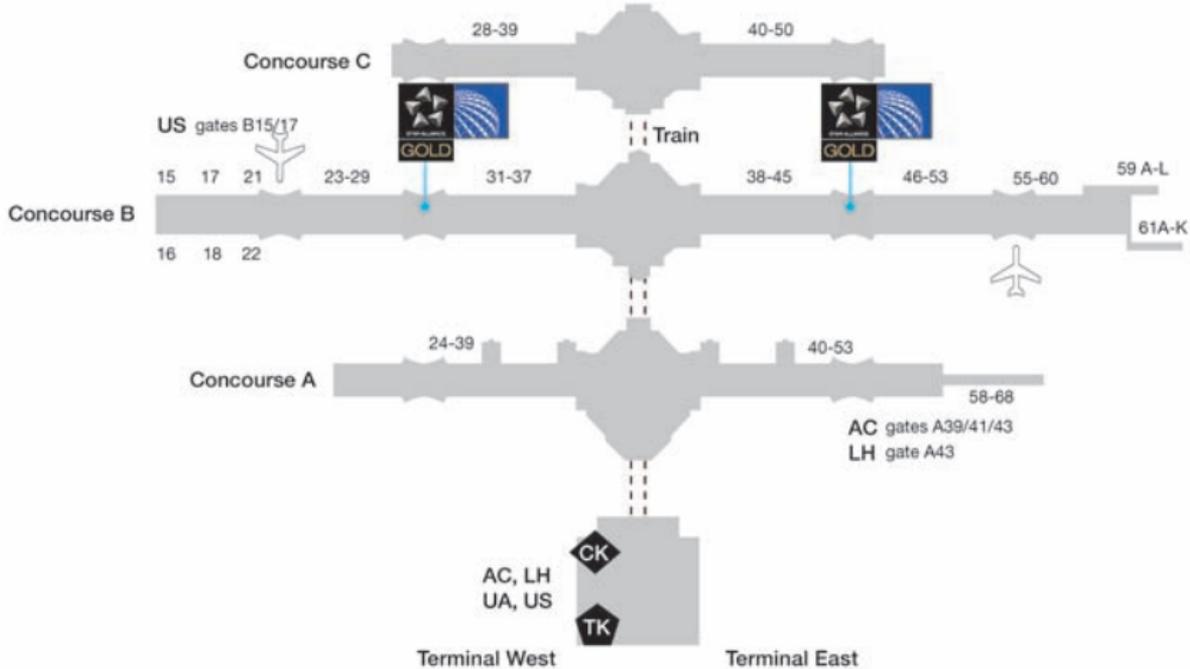
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

Copenhagen, Denmark

Kastrup

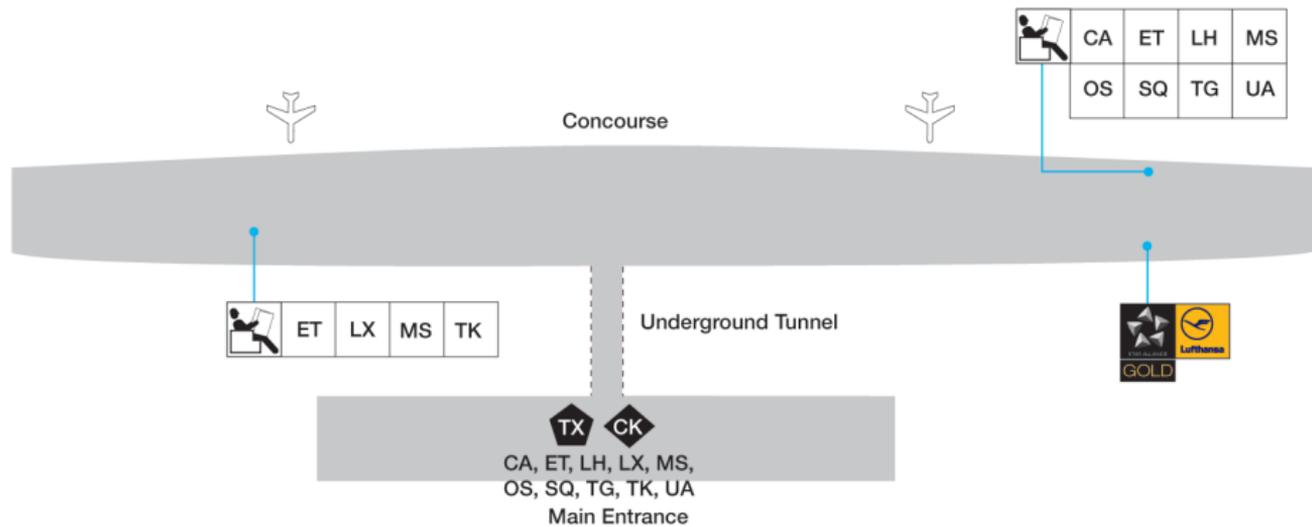
www.cph.dk



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | LH | UA | US

Denver, USA
Denver International Airport
www.flydenver.com/



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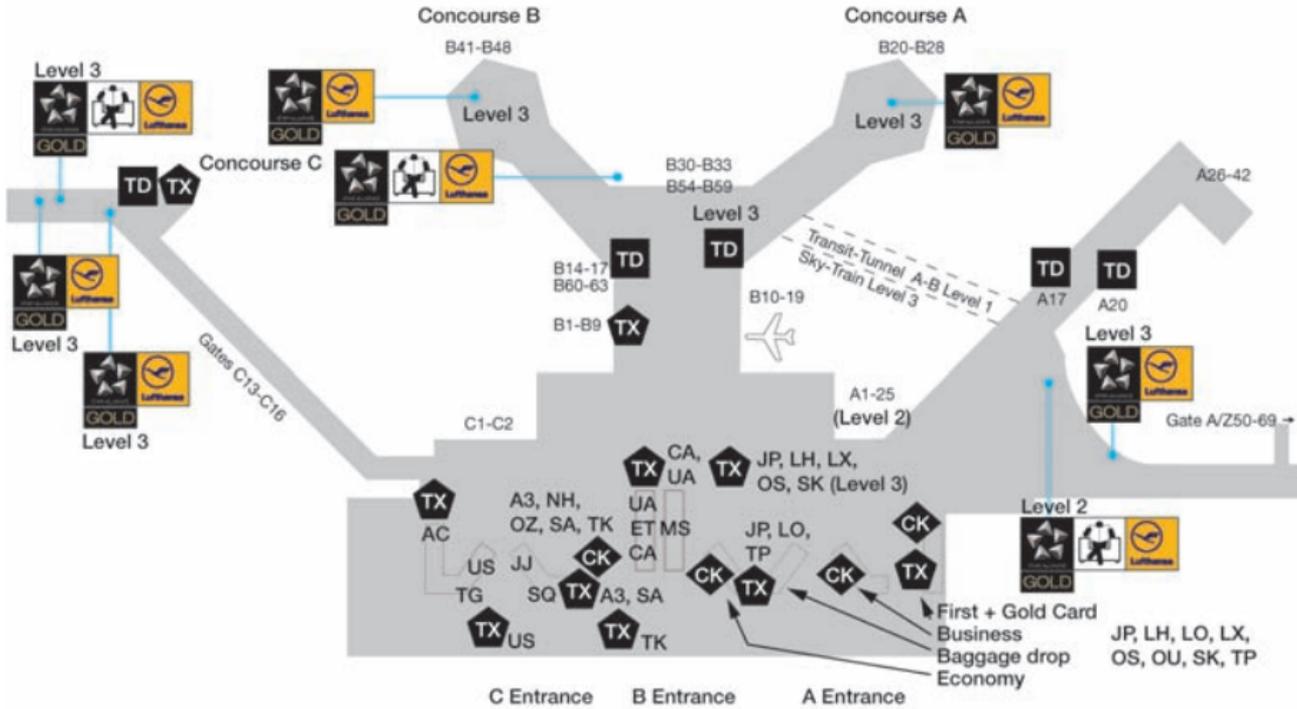
Operating Carriers: CA | ET | LH | LX | MS | OS | SQ | TG | TK | UA

DXB

Dubai, United Arab Emirates

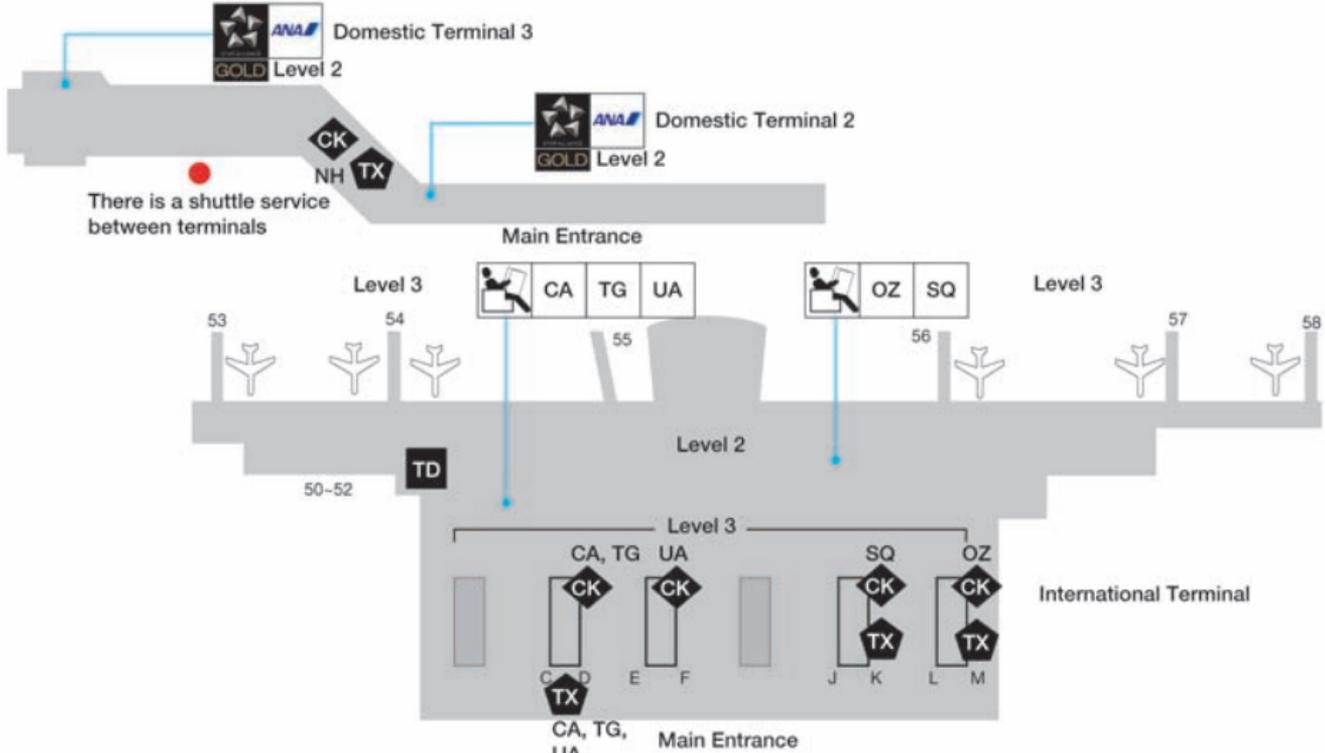
Dubai International Airport

www.dubaiairport.com



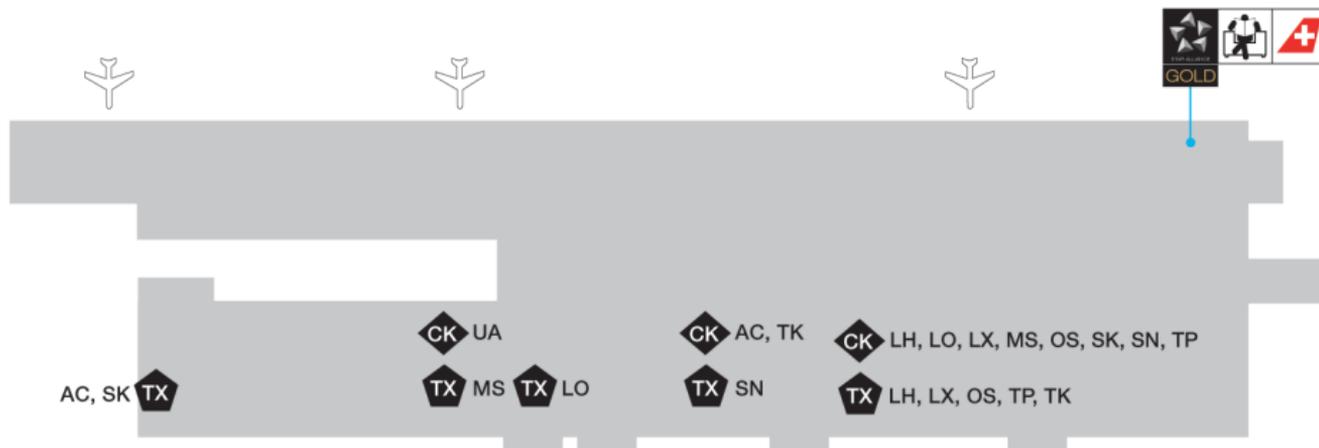
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND
 Operating Carriers: A3 | AC | CA | ET | JJ | JP | LH | LO | LX | MS | NH | OS | OU | OZ | SA | SK | SQ | TG | TK | TP | UA | US

Frankfurt, Germany
 Frankfurt Main International Airport
www.frankfurt-airport.de



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

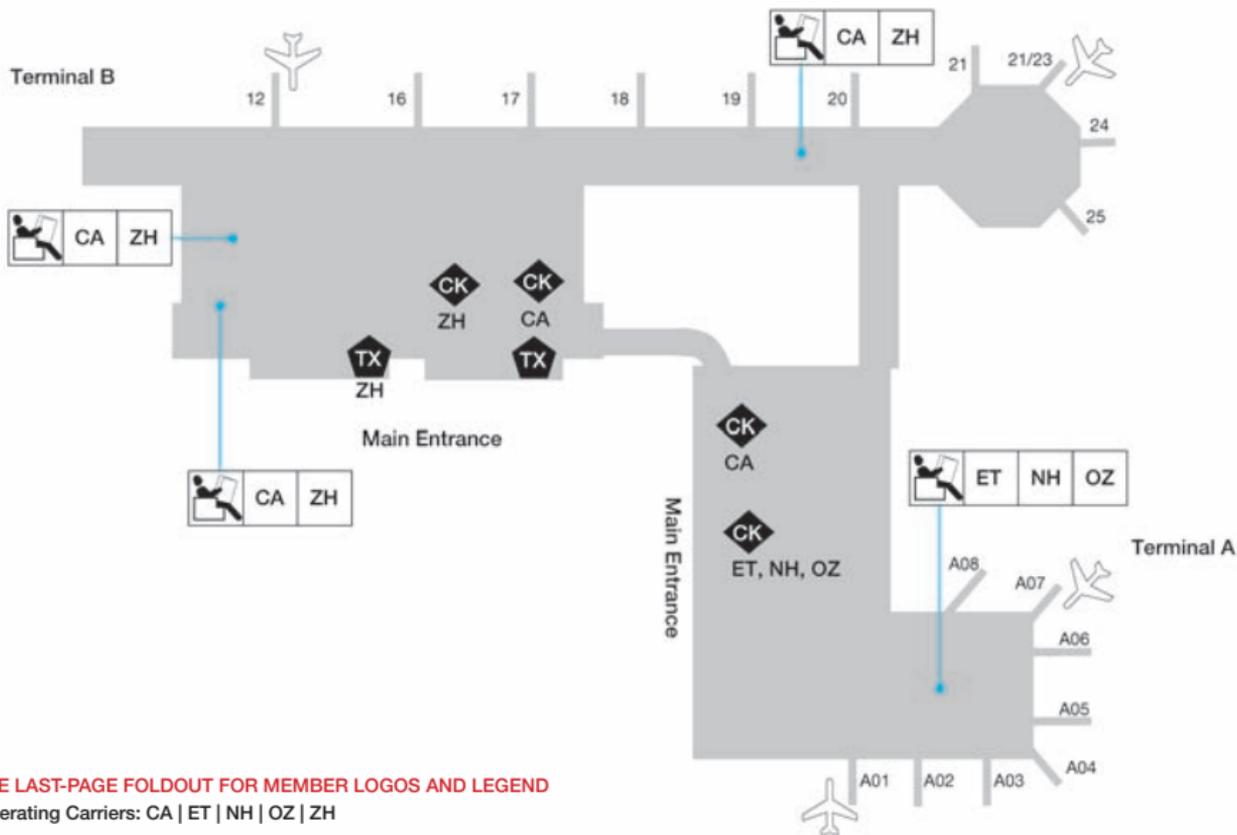
Operating Carriers: CA | NH | OZ | SQ | TG | UA



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: AC | LH | LO | LX | MS | OS | SK | SN | TK | TP | UA



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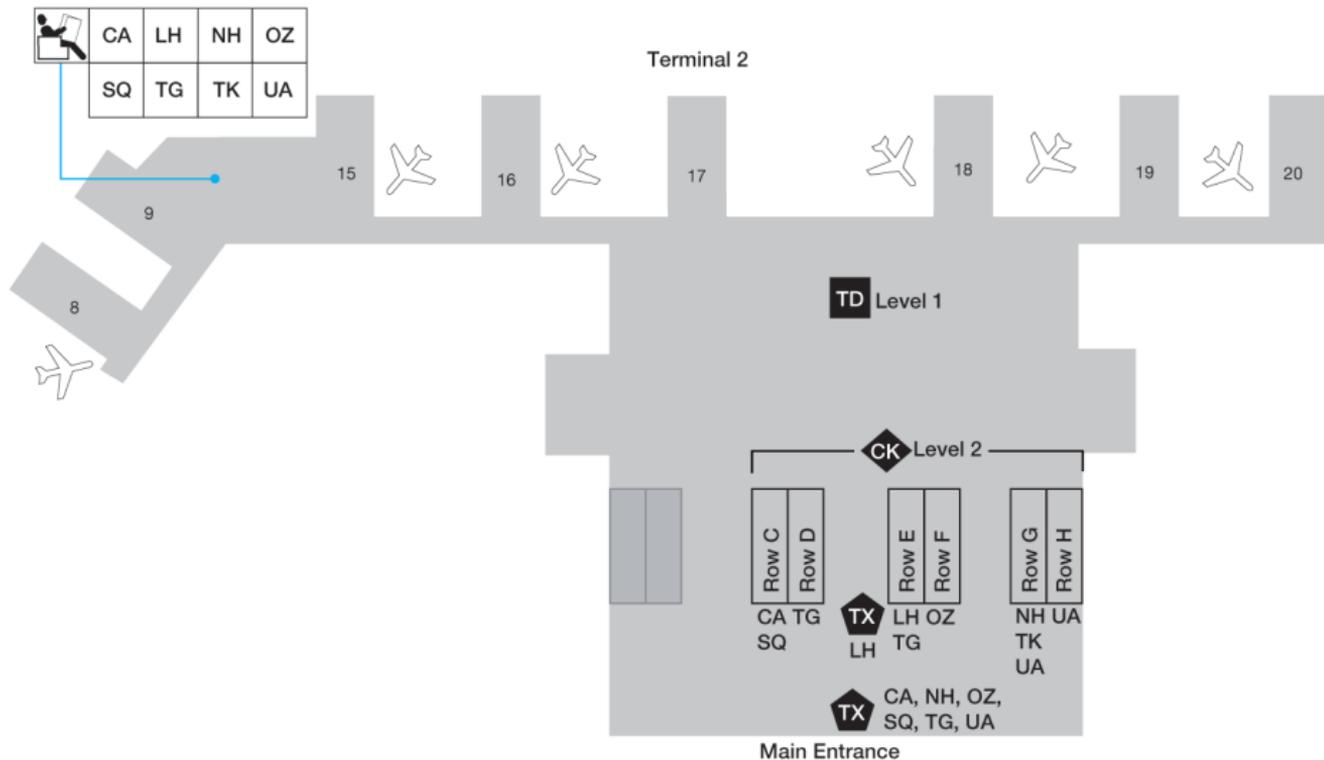
Operating Carriers: CA | ET | NH | OZ | ZH

HGH

Hangzhou, China

Hangzhou Xiaoshan International Airport

www.gva.ch

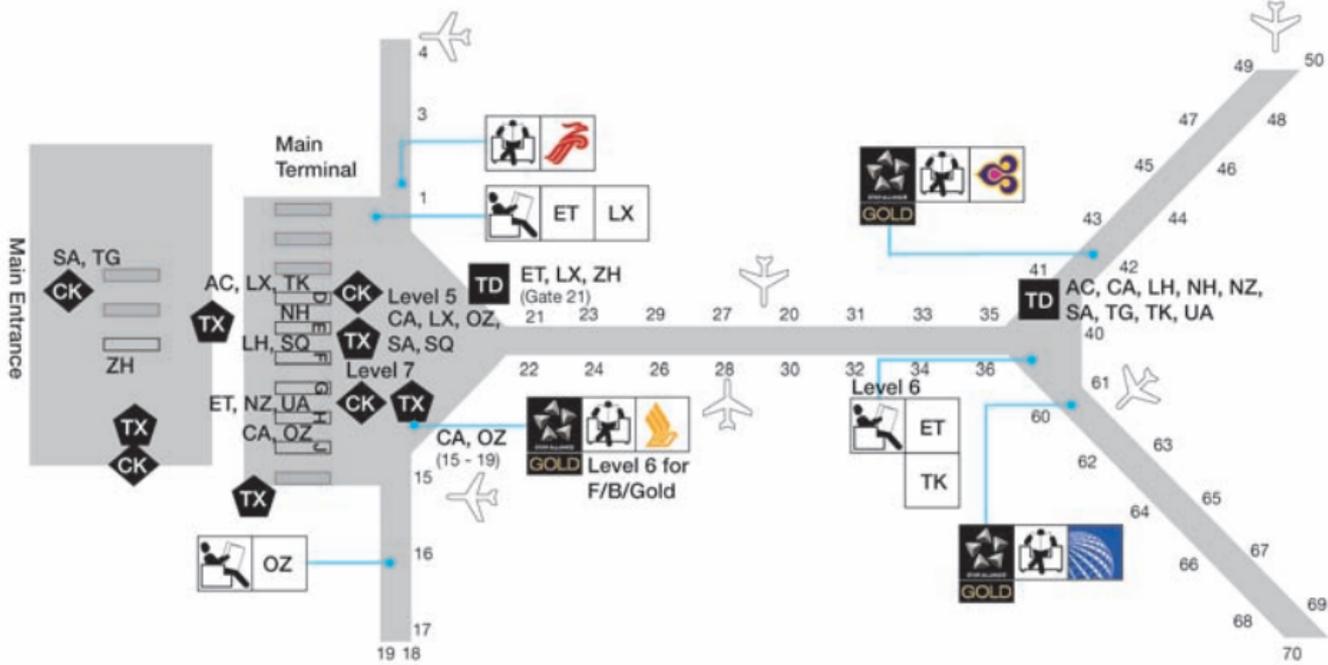


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

SGN

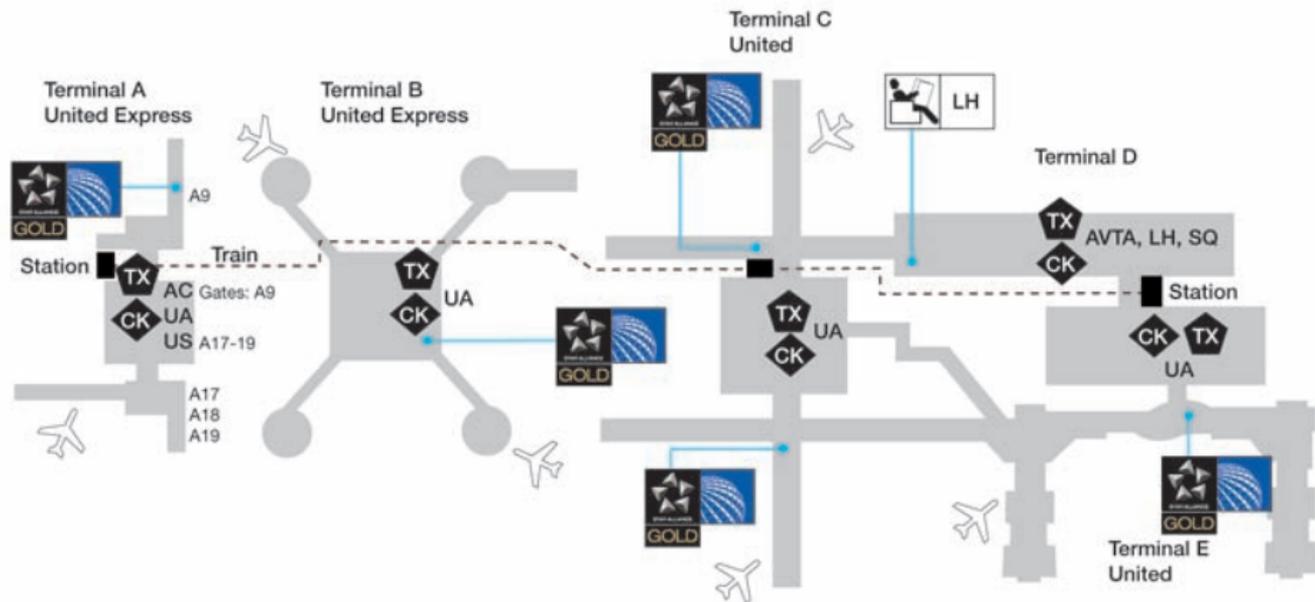
Ho Chi Minh City, Vietnam
 Tan Son Nhat Airport
www.hochiminhcityairport.com/



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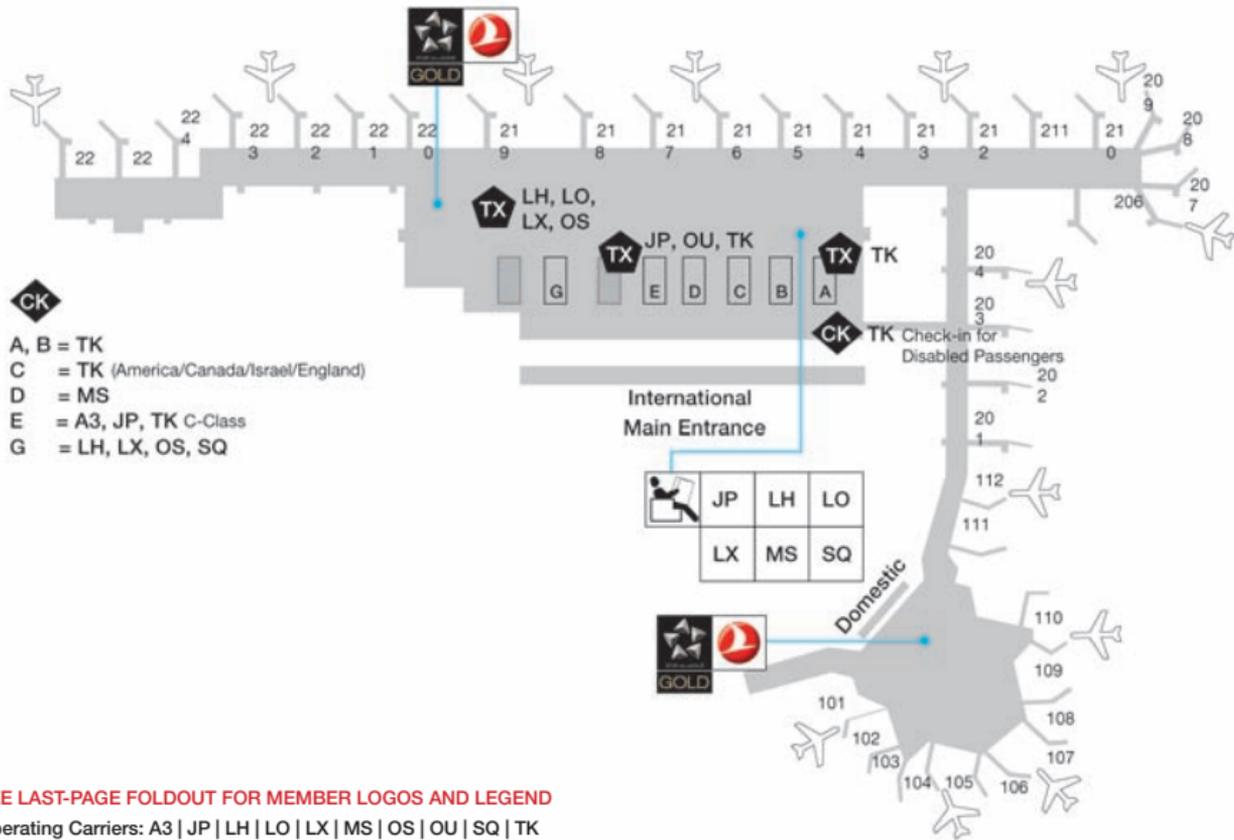
Operating Carriers: AC | CA | ET | LH | LX | NH | NZ | OZ | SA | SQ | TG | TK | UA | ZH

Hong Kong, China
 Hong Kong International
www.hongkongairport.com



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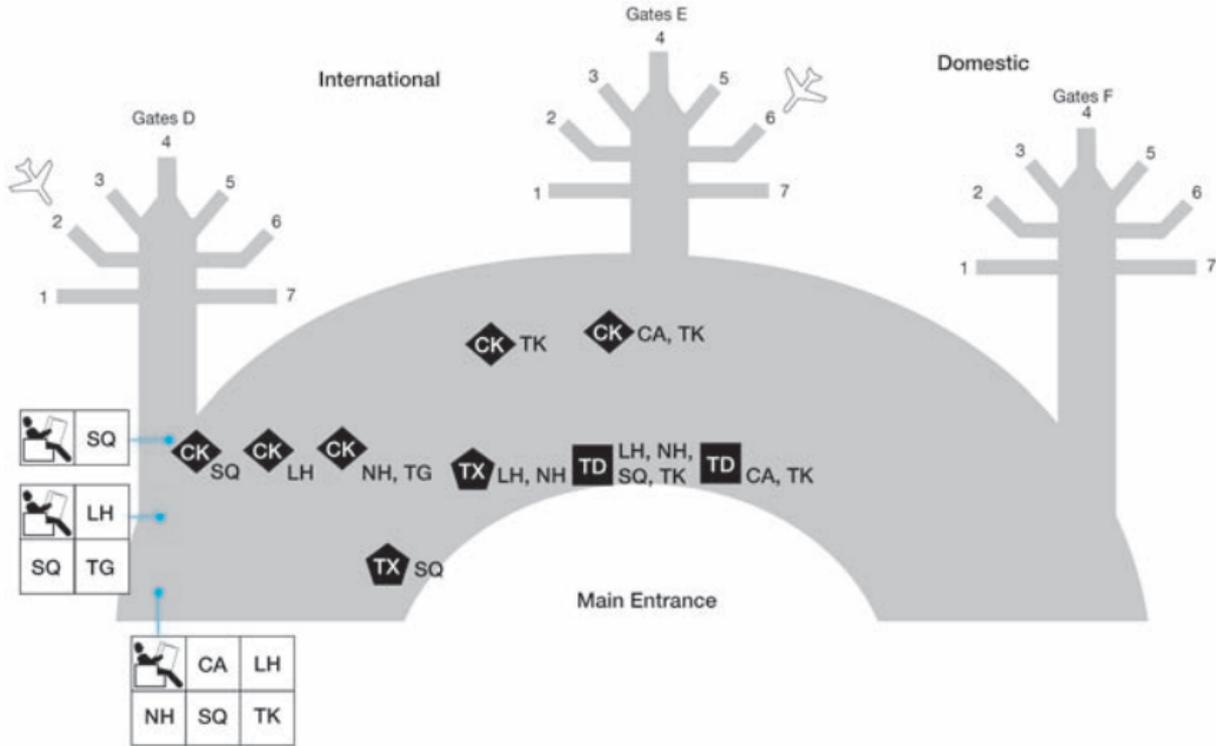
Operating Carriers: AC | AVTA | LH | SQ | UA | US



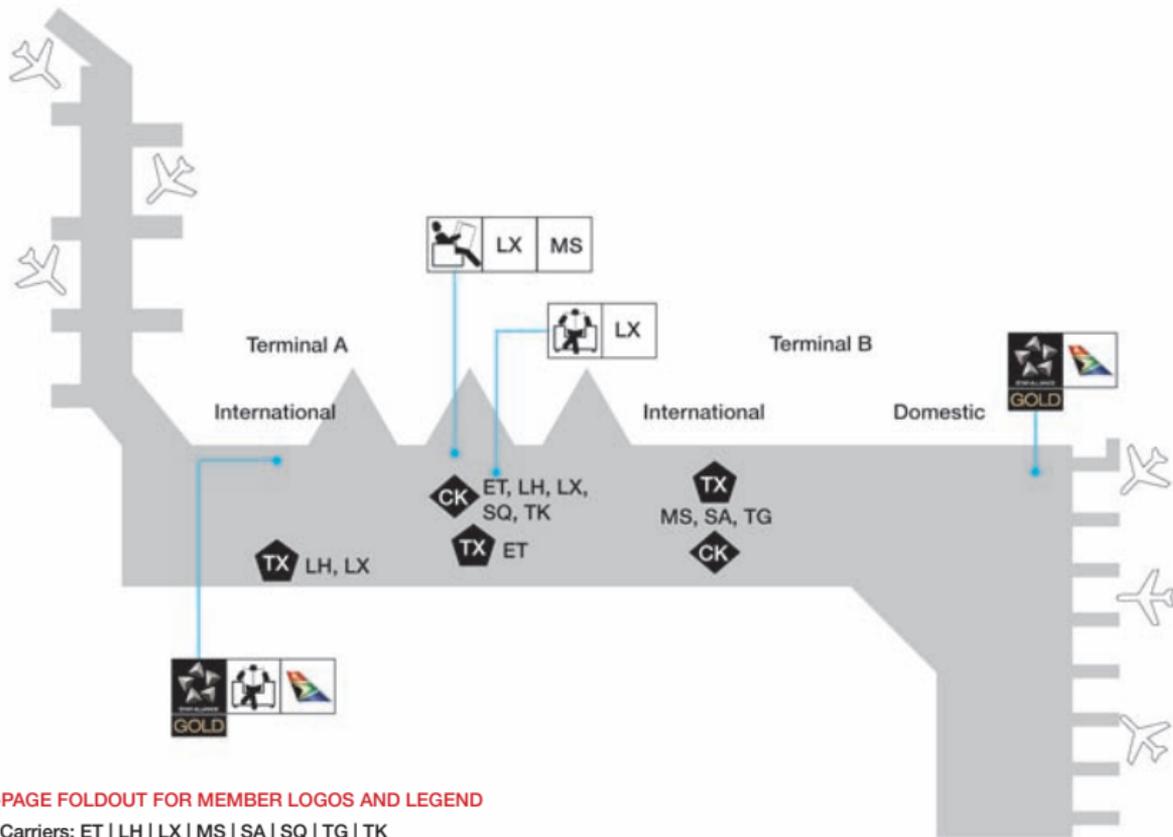
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: A3 | JP | LH | LO | LX | MS | OS | OU | SQ | TK

Istanbul, Turkey
 Ataturk International
www.ataturkairport.com/



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

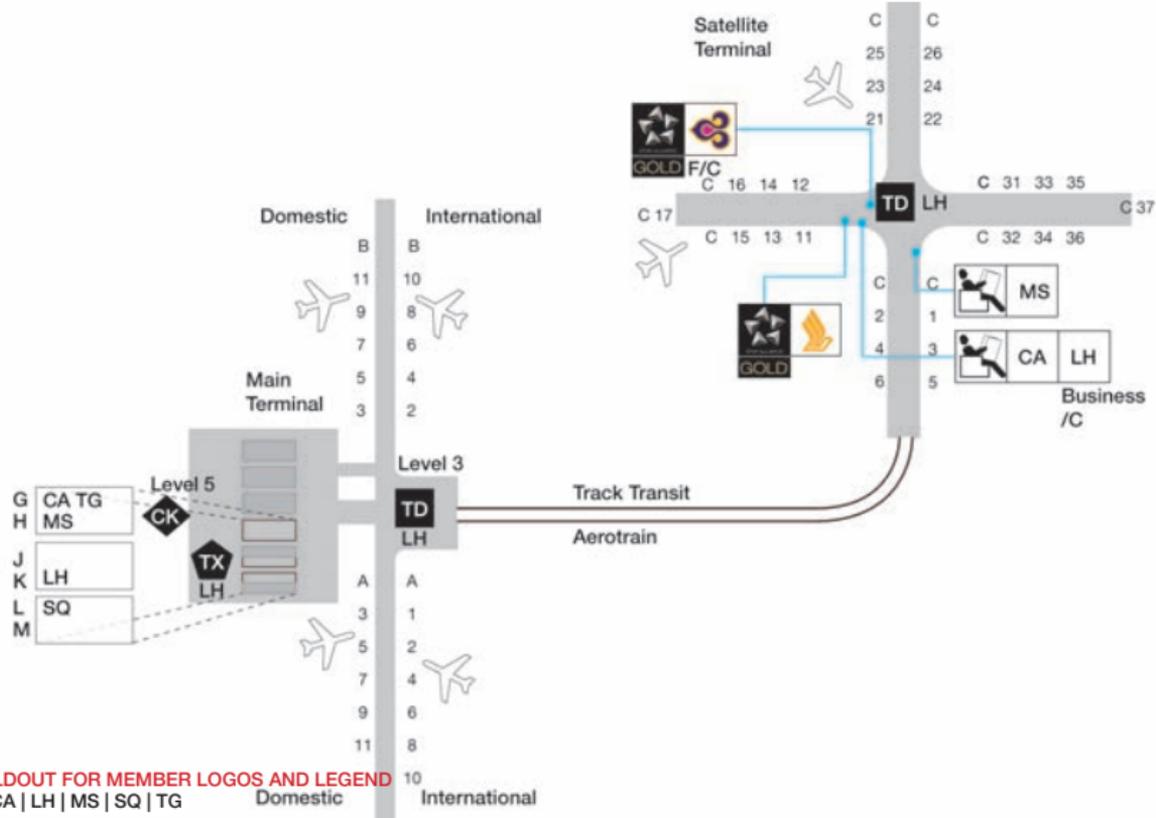


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: ET | LH | LX | MS | SA | SQ | TG | TK

JNB

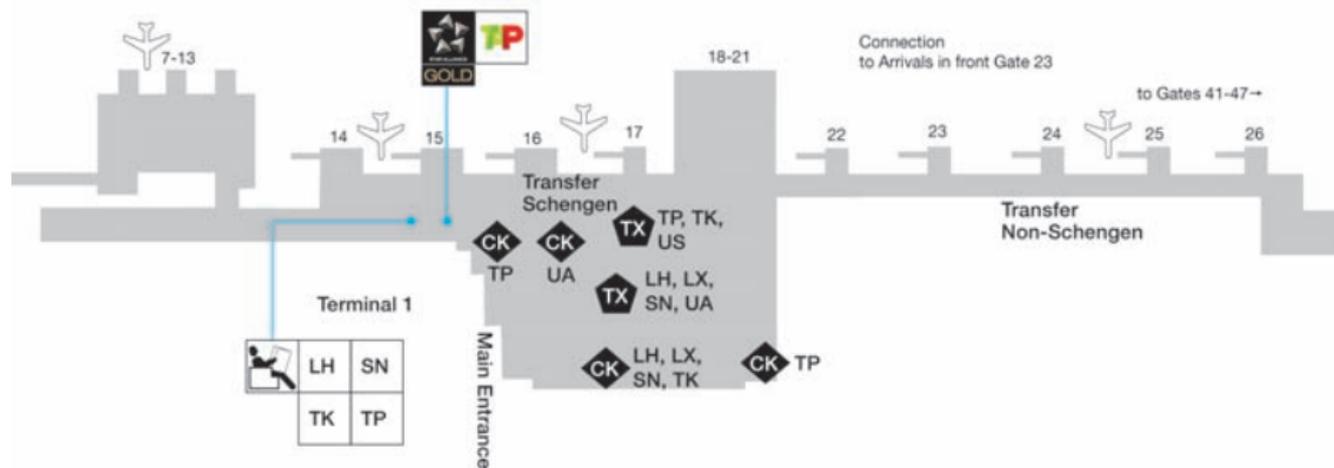
Johannesburg, South Africa
 Johannesburg International Airport
www.acsa.co.za/



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND
 Operating Carriers: CA | LH | MS | SQ | TG

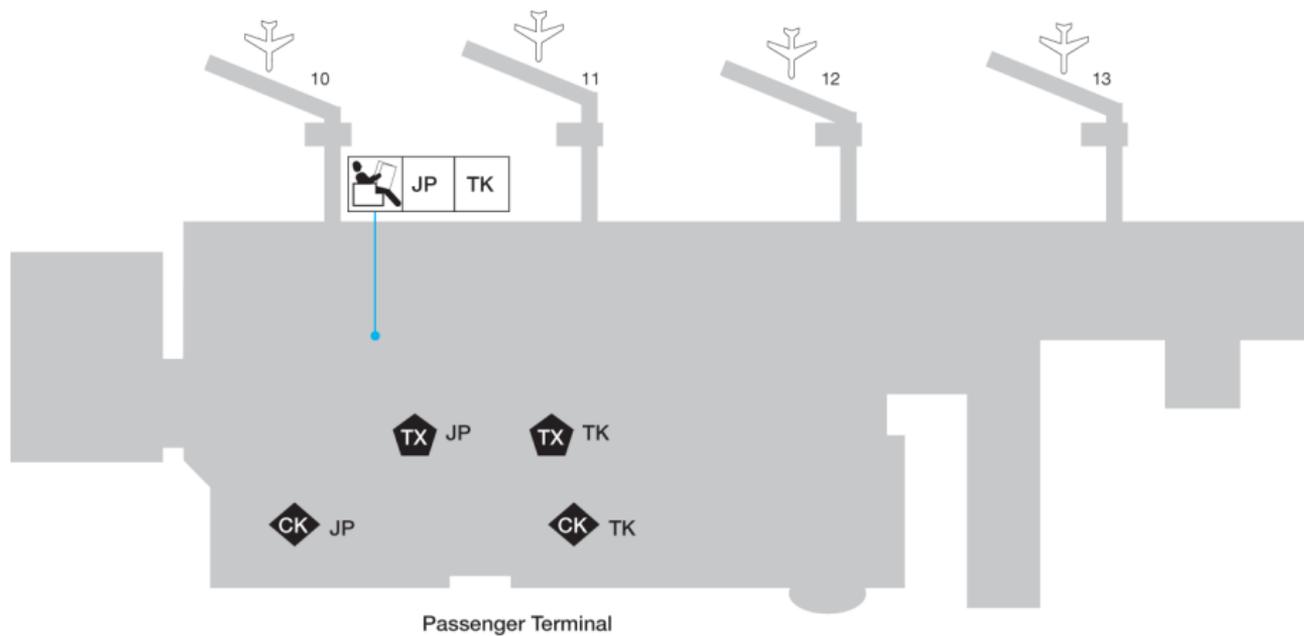
KUL

Kuala Lumpur, Malaysia
 Kuala Lumpur International Airport
www.klia.com.my



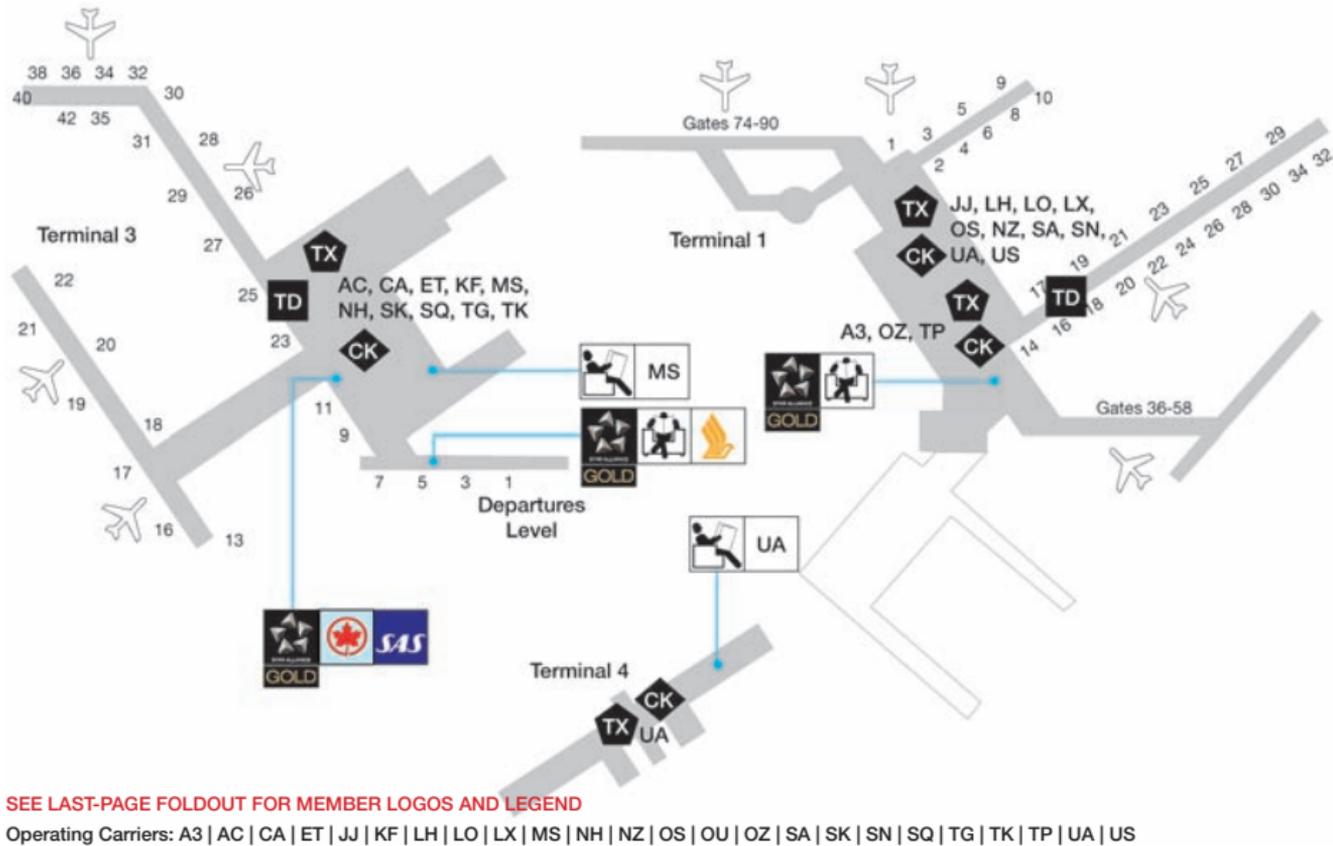
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: JP | TK

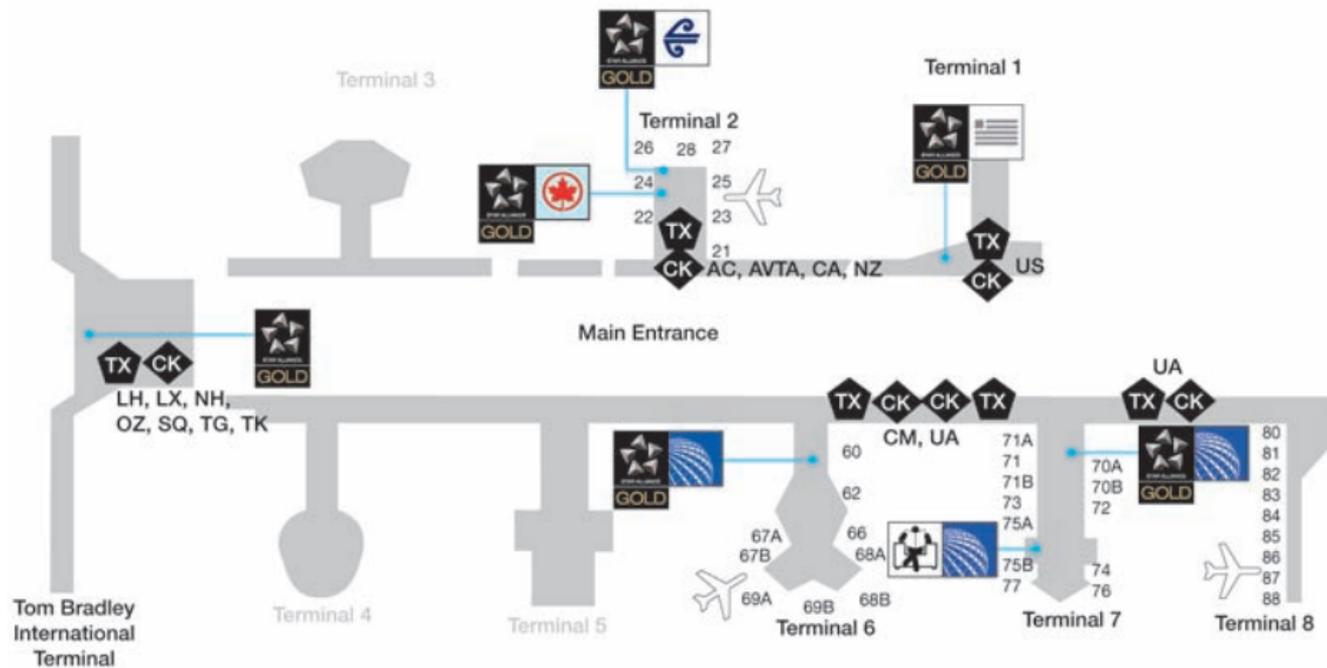


LHR

London, United Kingdom

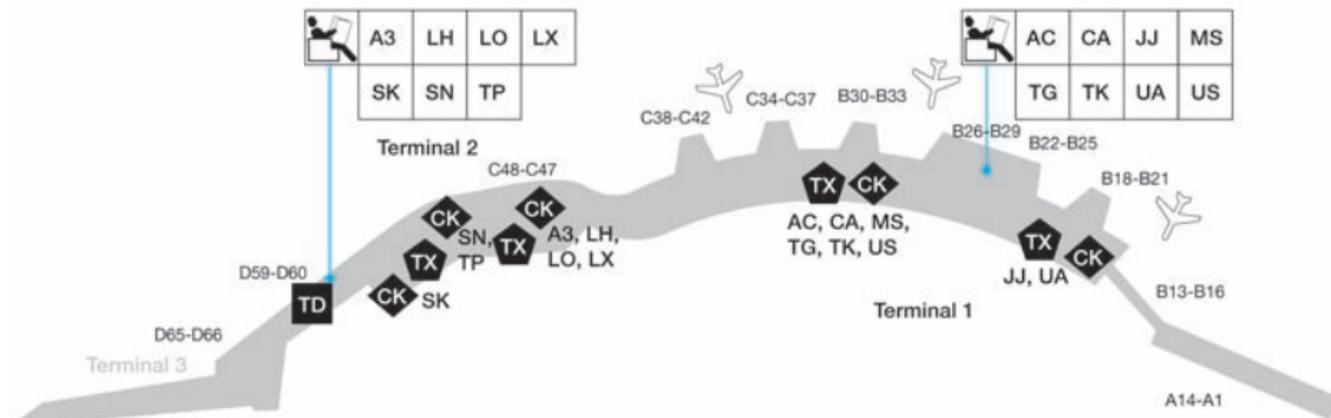
Heathrow

www.baa.com



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

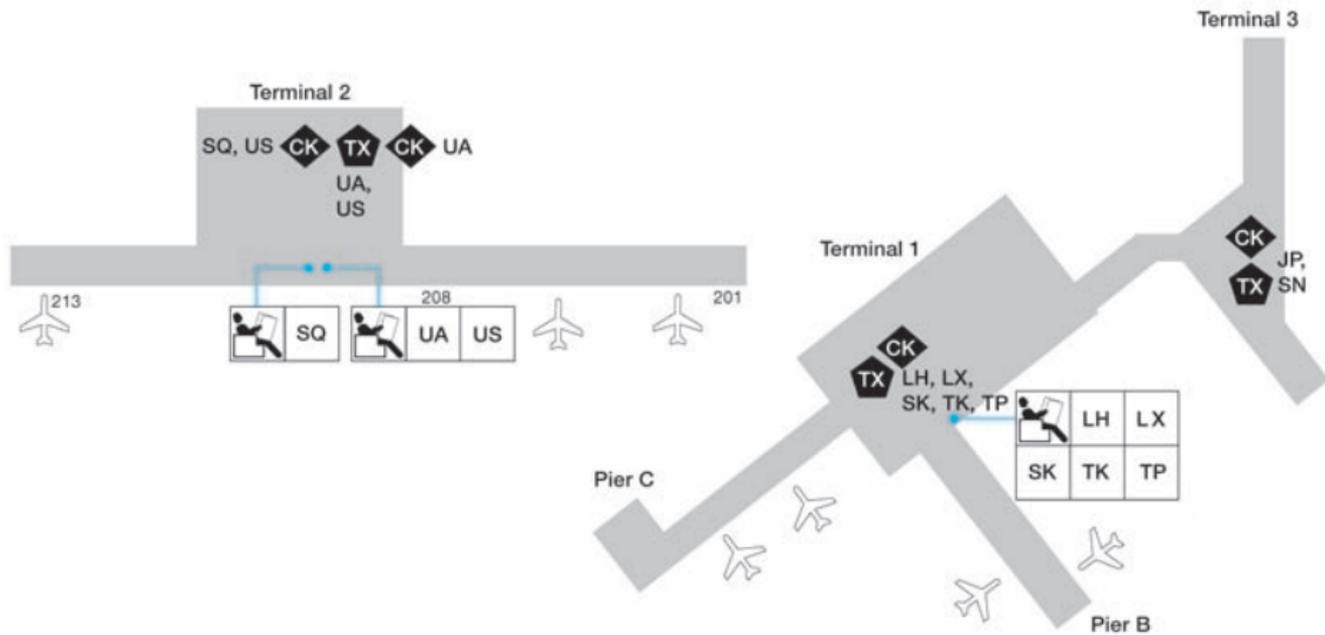
Operating Carriers: AC | AVTA | CA | CM | LH | LX | NH | NZ | OZ | SQ | TG | TK | UA | US



*AV operates in Terminal 4

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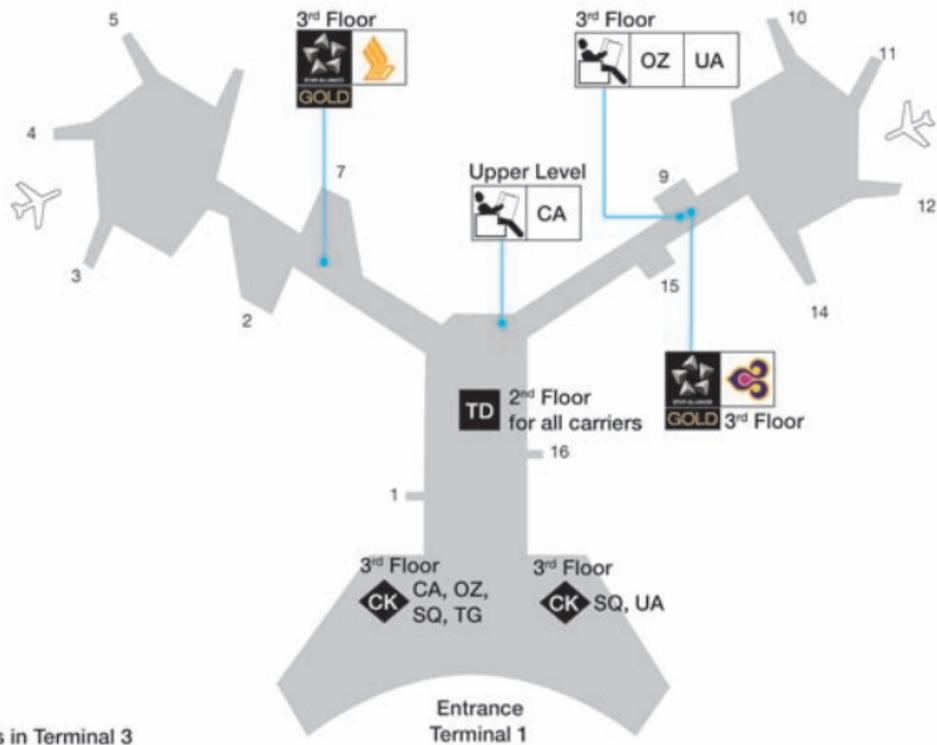
Operating Carriers: A3 | AC | AV* T4 | CA | JJ | LH | LO | LX | MS | SK | SN | TG | TK | TP | UA | US



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND
 Operating Carriers: JP | LH | LX | SK | SN | SQ | TK | TP | UA | US

MAN

Manchester, United Kingdom
 Manchester International
www.ManchesterAirport.co.uk



*NH operates in Terminal 3

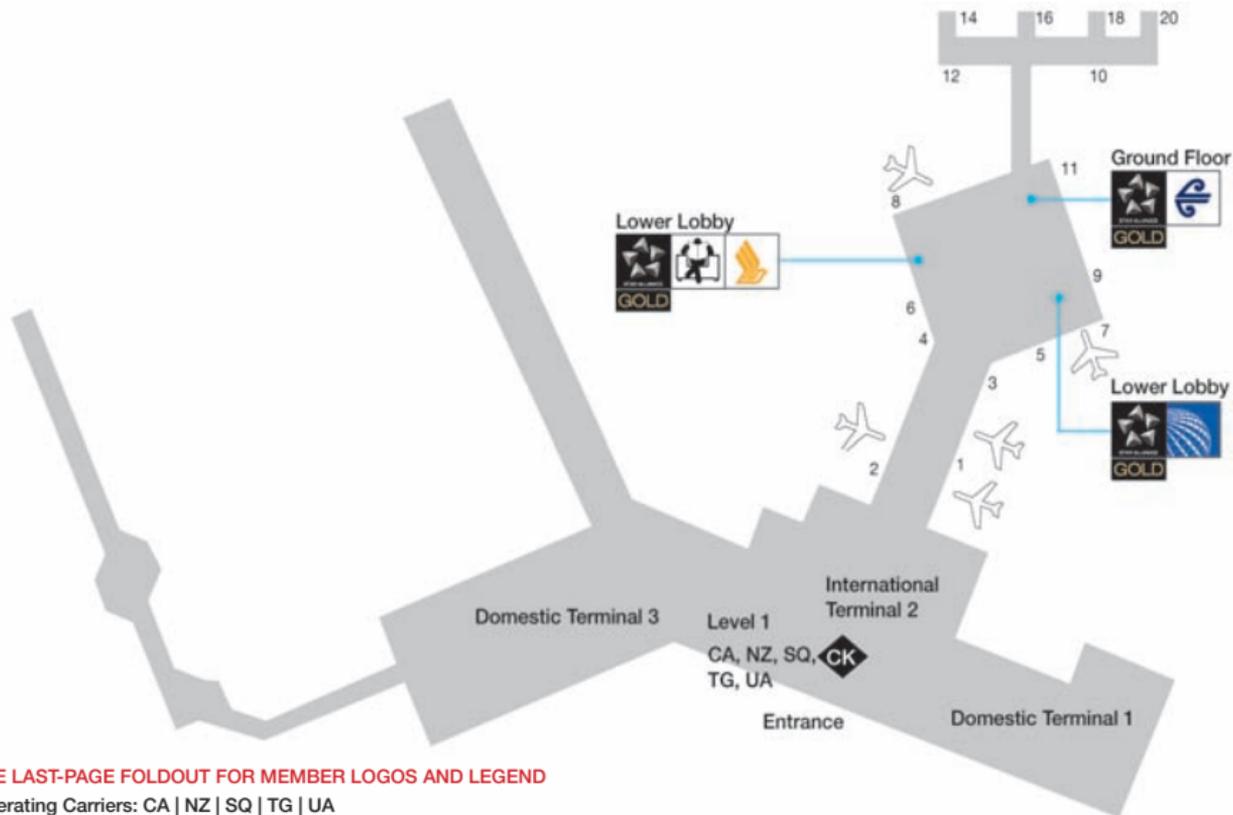
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

MNL

Manila, Philippines
 Ninoy Aquino International Airport
www.manila-airport.net/

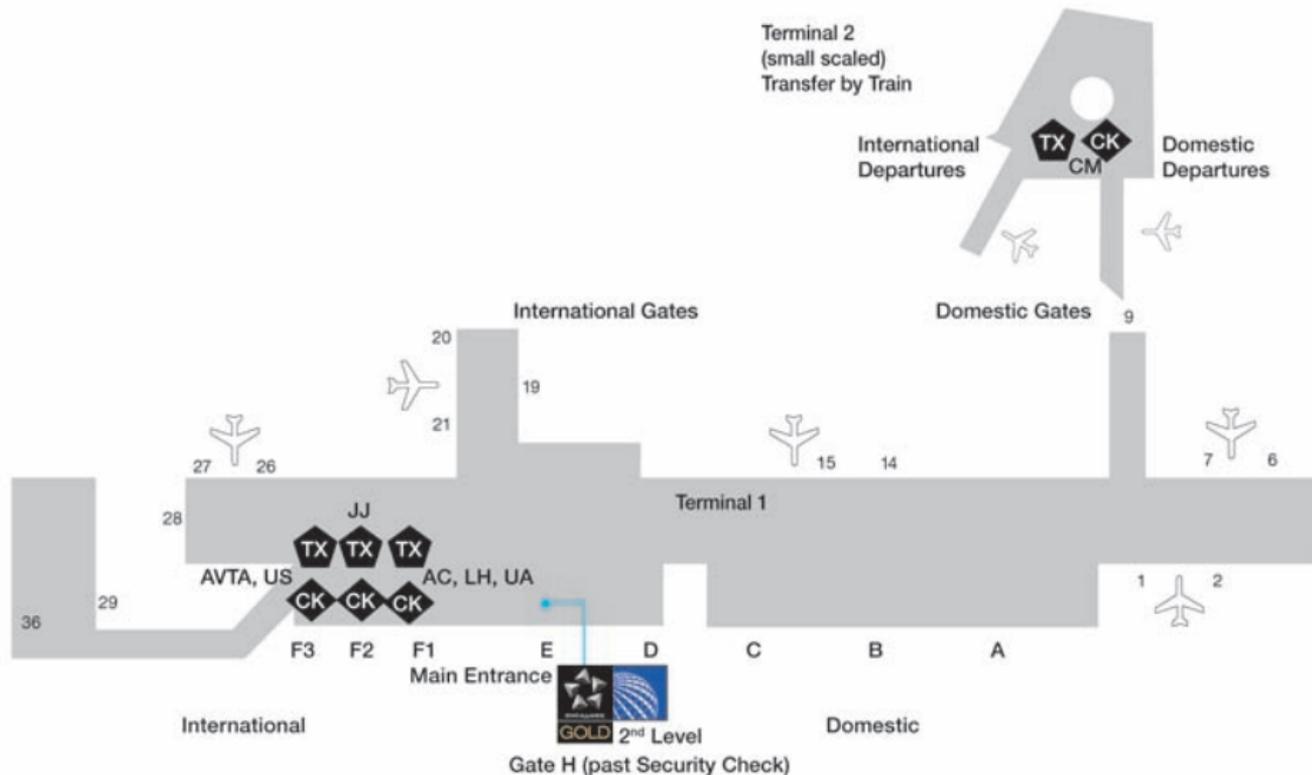
MEL



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

Melbourne, Australia
Tullamarine International
www.melbourneairport.com.au



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

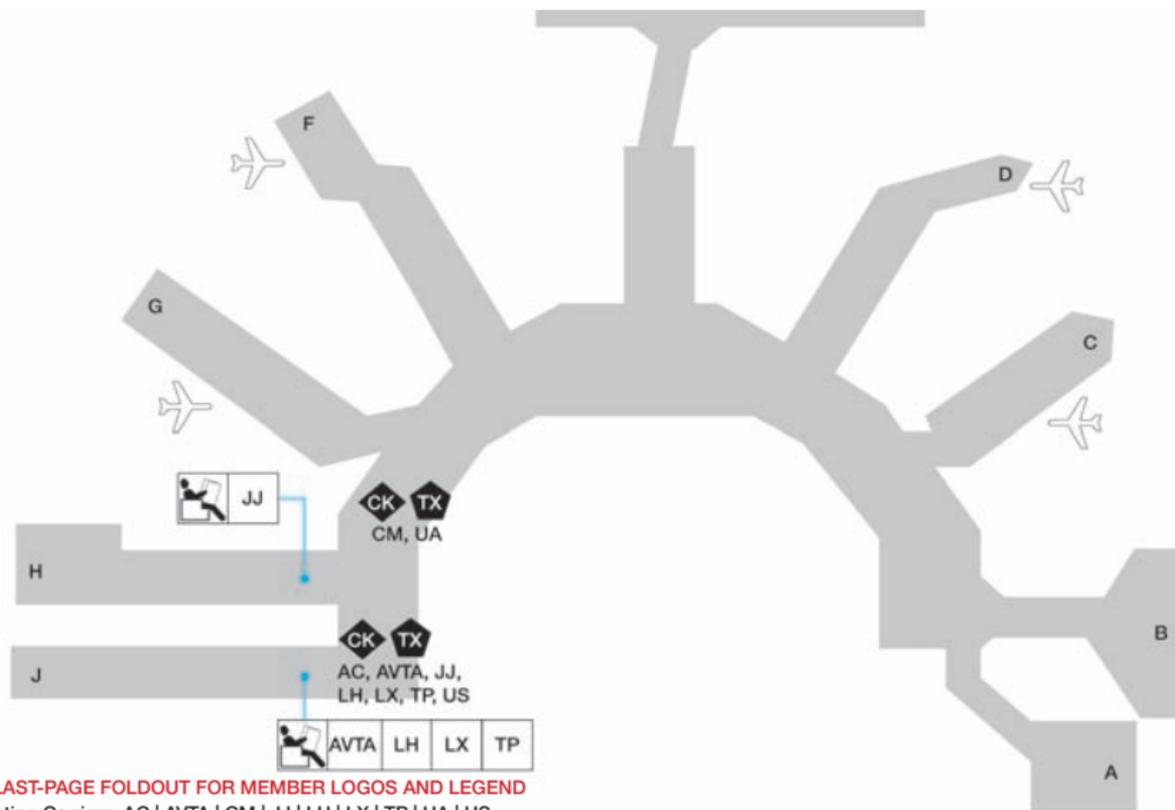
Operating Carriers: AC | AVTA | CM | JJ | LH | UA | US

Mexico City, Mexico

Benito Juarez

www.aicm.com.mx

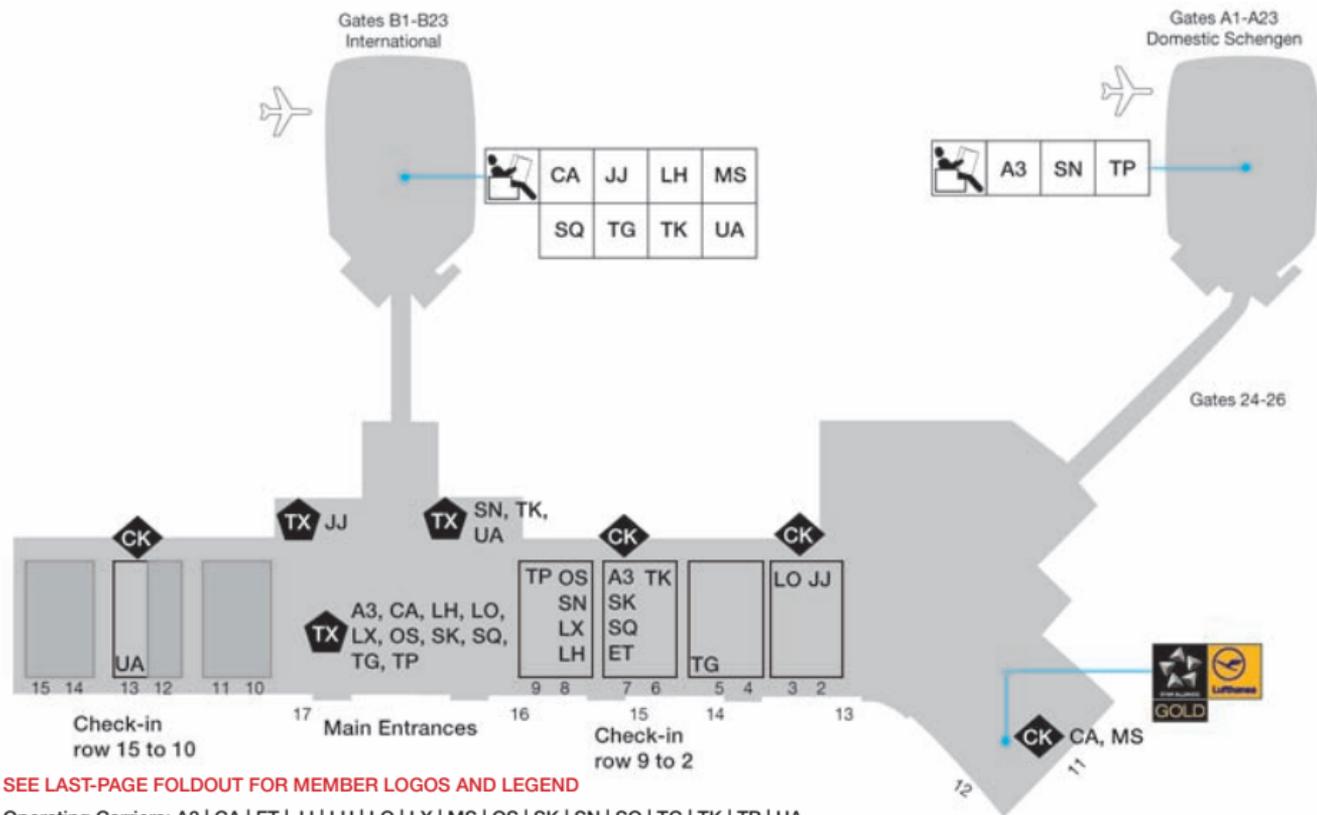
MIA



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AVTA | CM | JJ | LH | LX | TP | UA | US

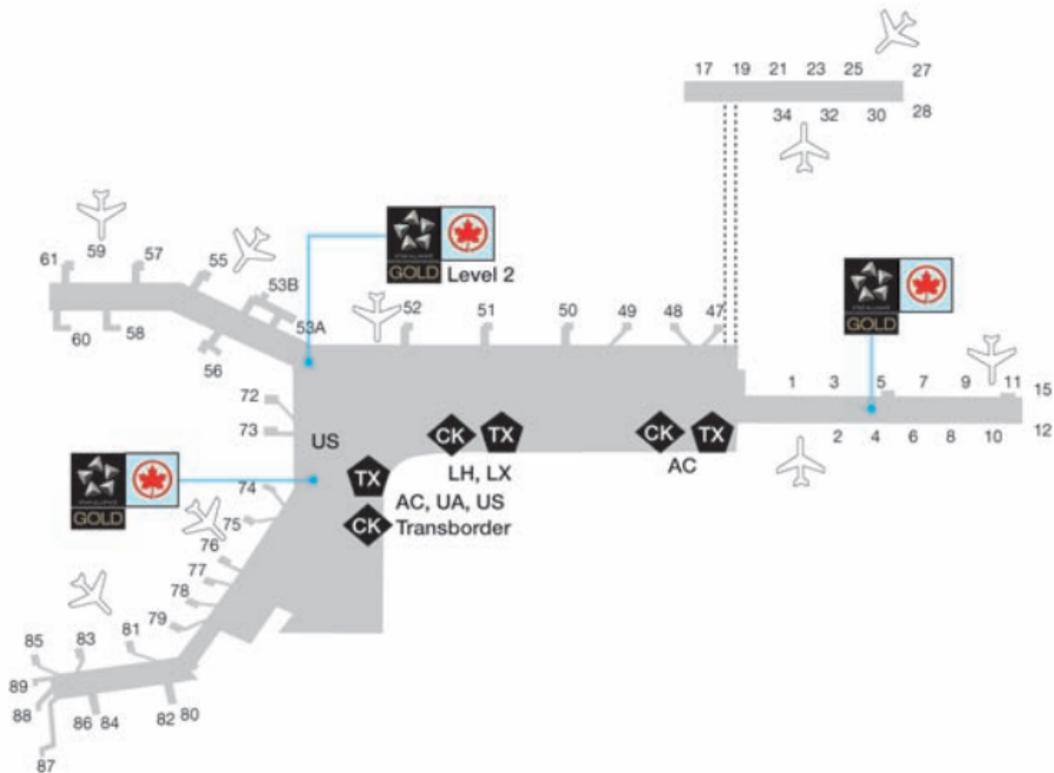
Miami, USA
Miami International
www.miami-airport.com



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

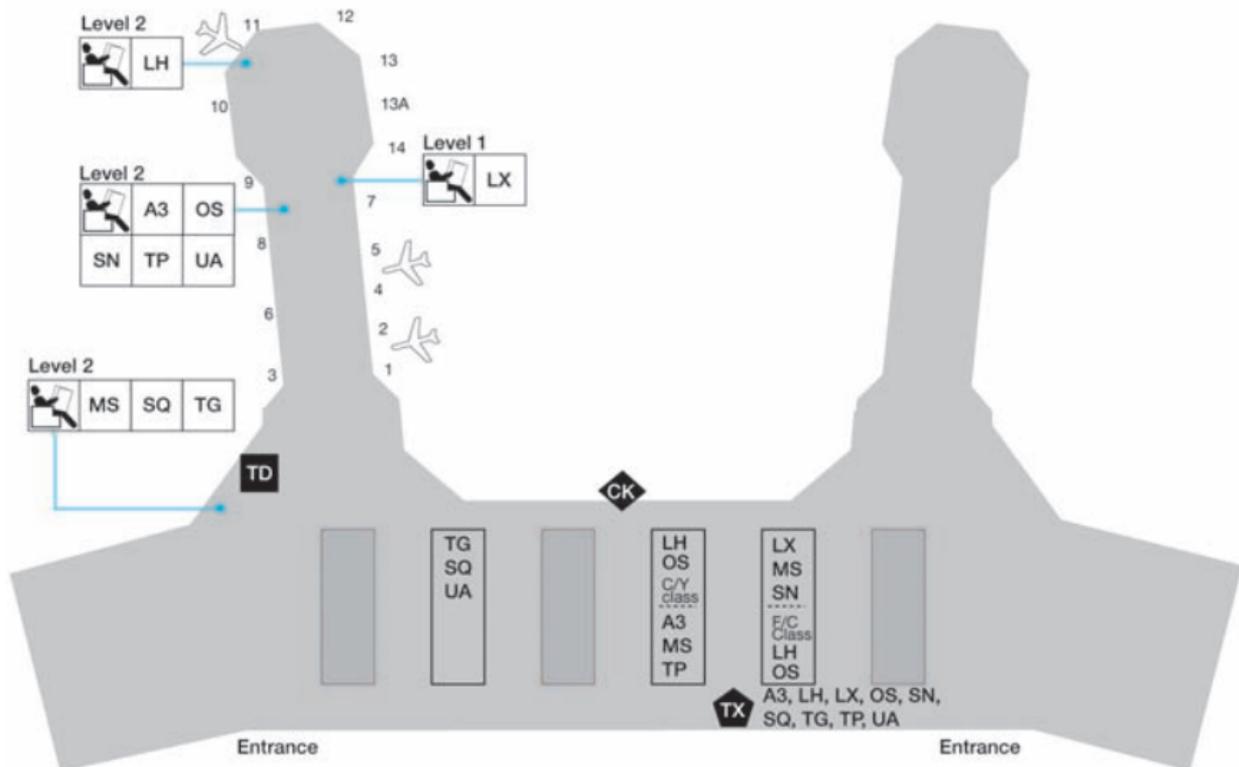
YUL



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | LH | LX | UA | US

Montréal, Canada
Pierre Elliott Trudeau
www.admtl.com



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

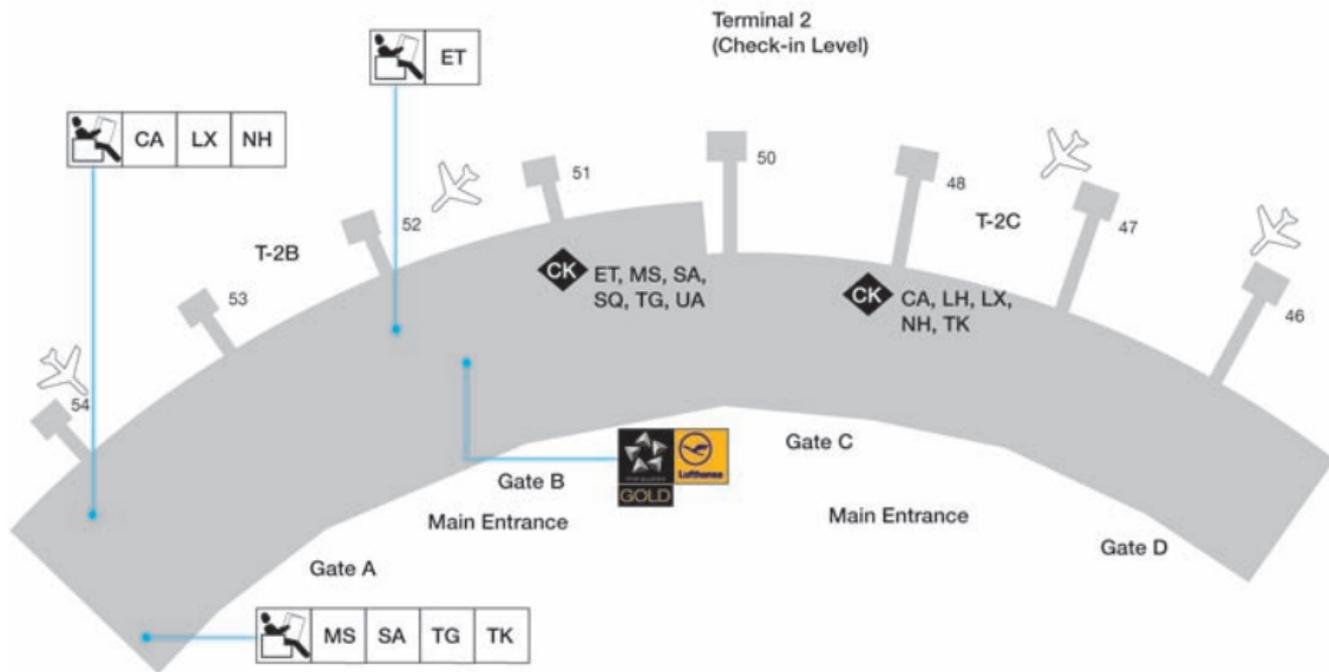
DME

Moscow, Russia

Domodedovo

www.domodedovo.ru/en/

BOM

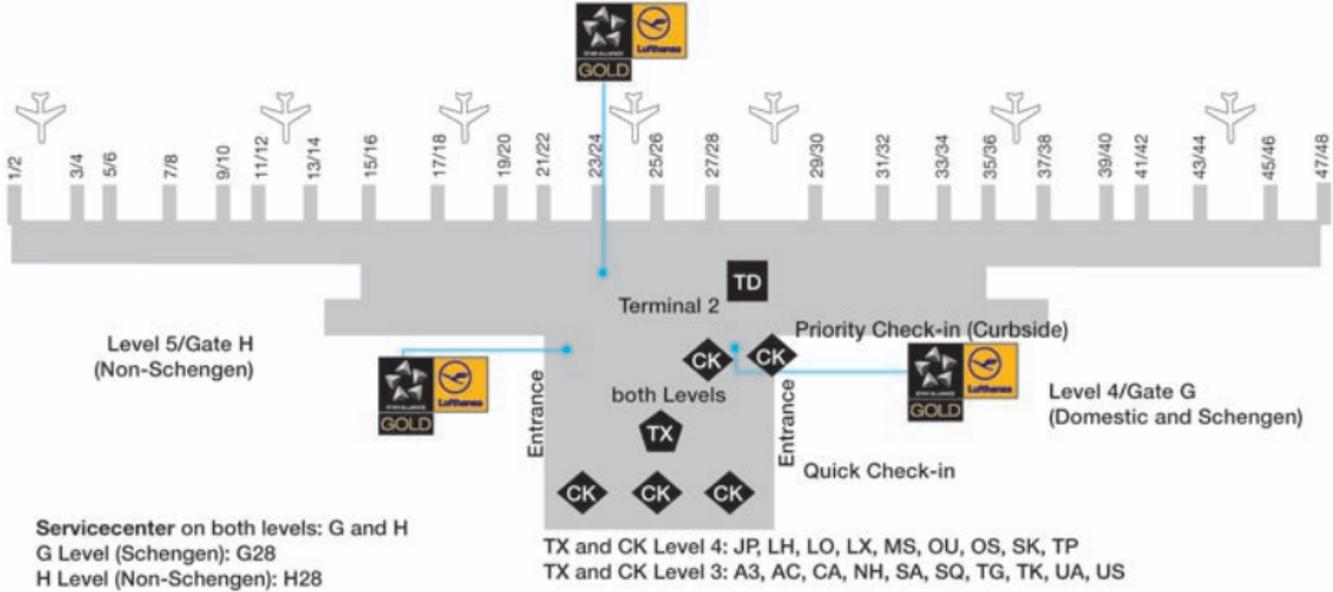


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

Mumbai, India

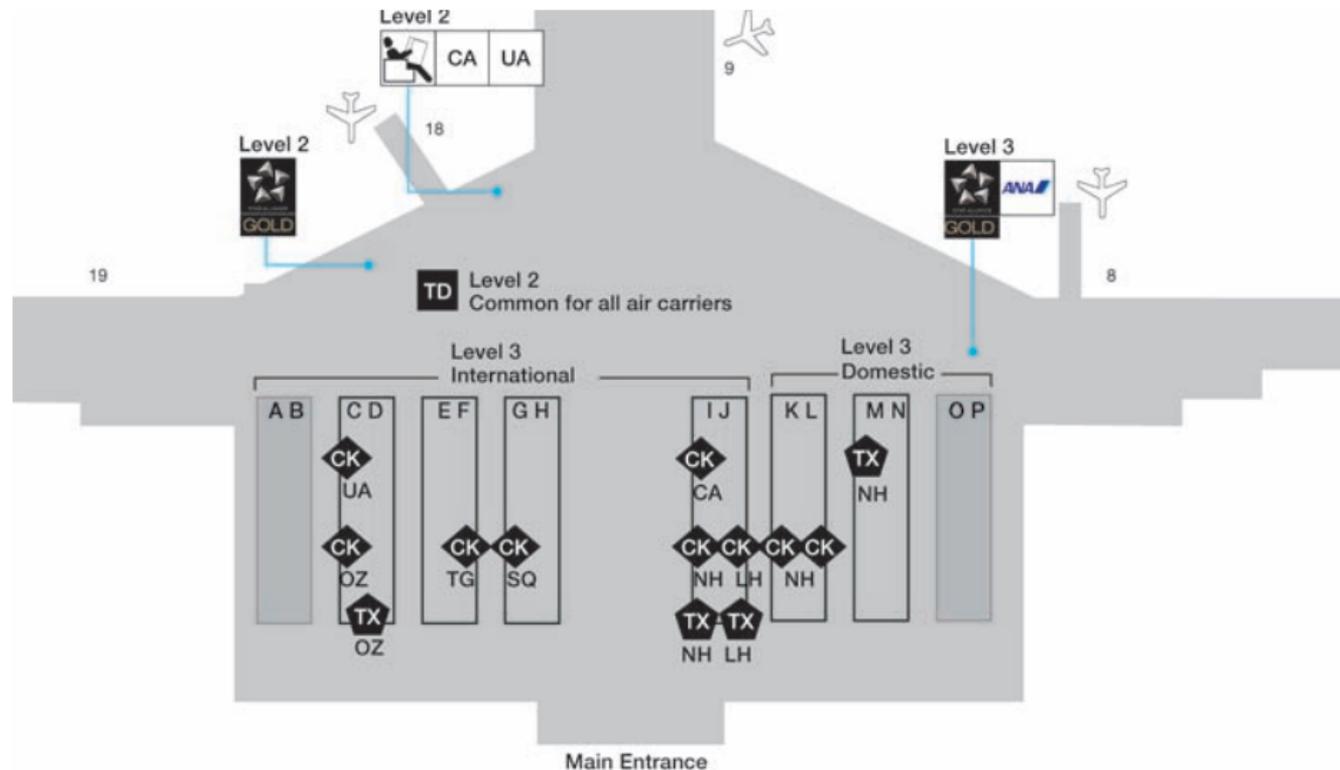
Chhatrapati Shivaji International Airport
www.airportsindia.org.in



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

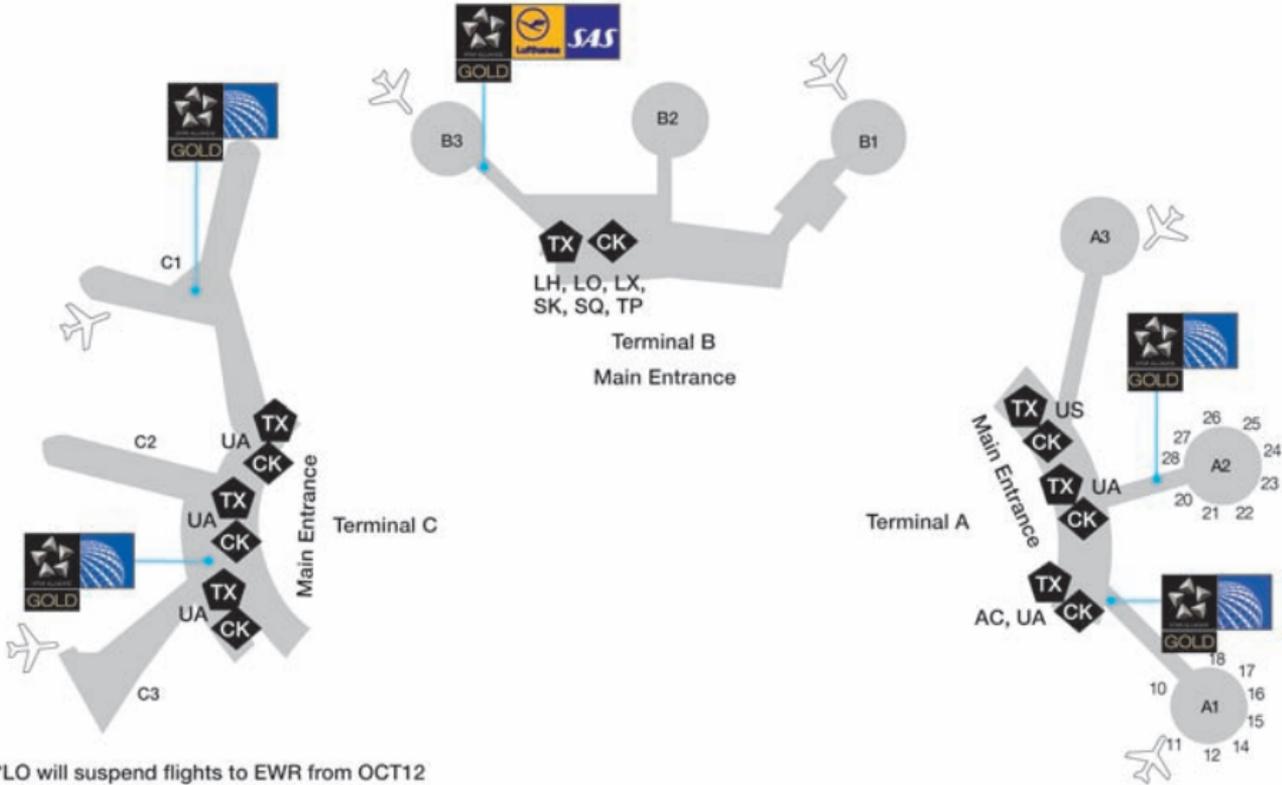
Operating Carriers: A3 | AC | CA | JP | LH | LO | LX | MS | NH | OS | OU | SA | SK | SQ | TG | TK | TP | UA | US

Munich, Germany
 Franz Josef Strauss
www.munich-airport.de/



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

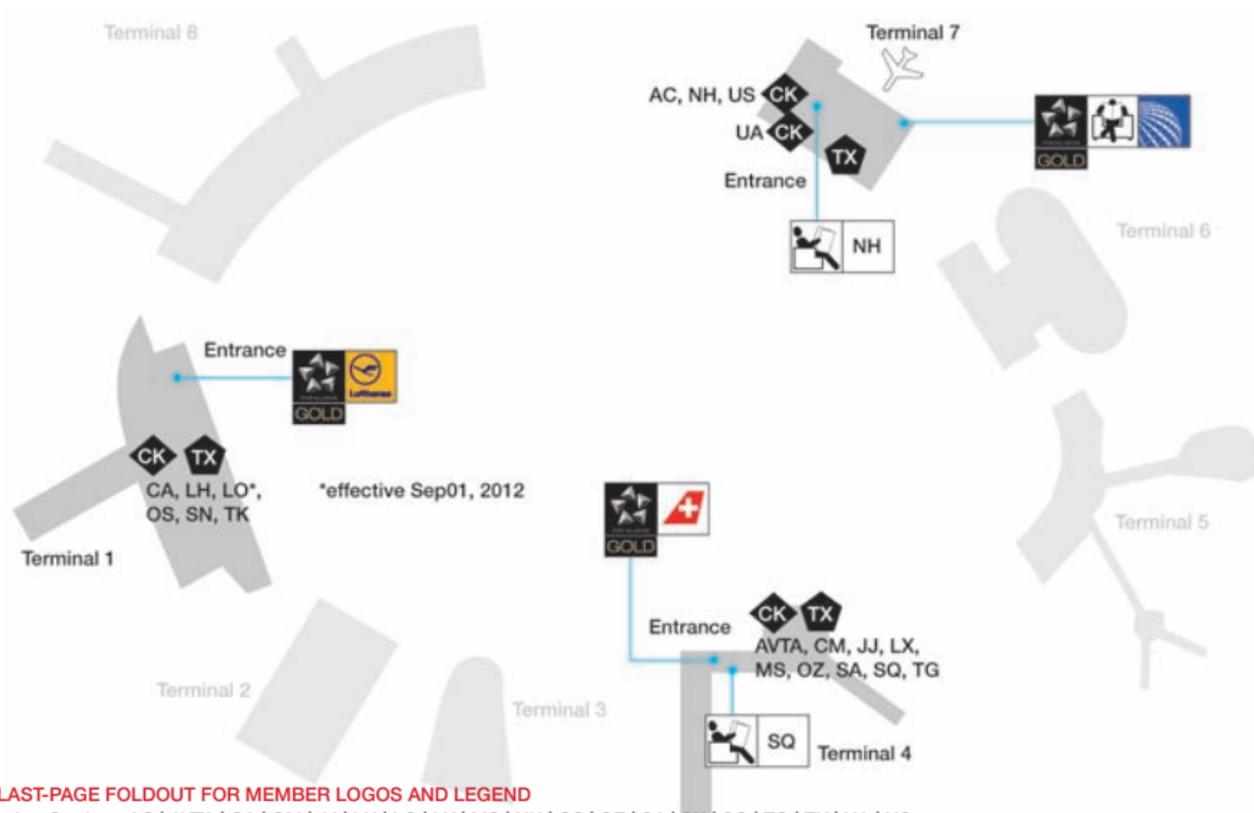
Operating Carriers: CA | LH | NH | OZ | SQ | TG | UA



*LO will suspend flights to EWR from OCT12

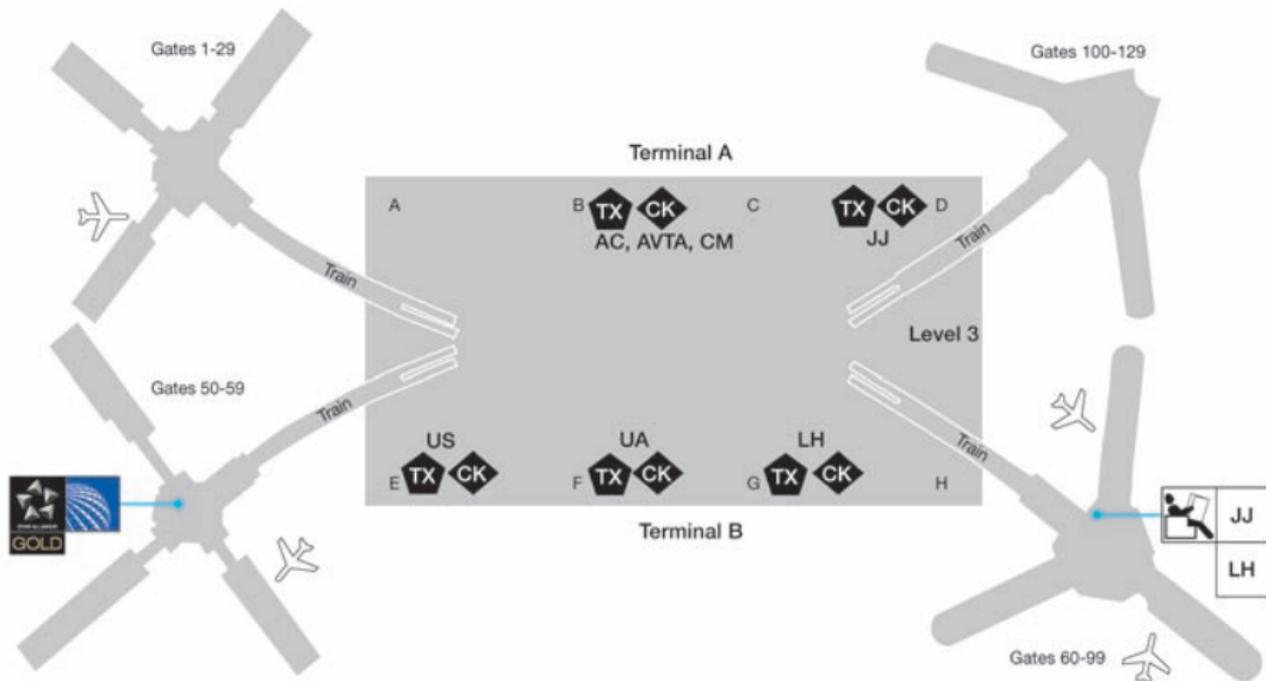
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | LH | LO* | LX | SK | SQ | TP | UA | US



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

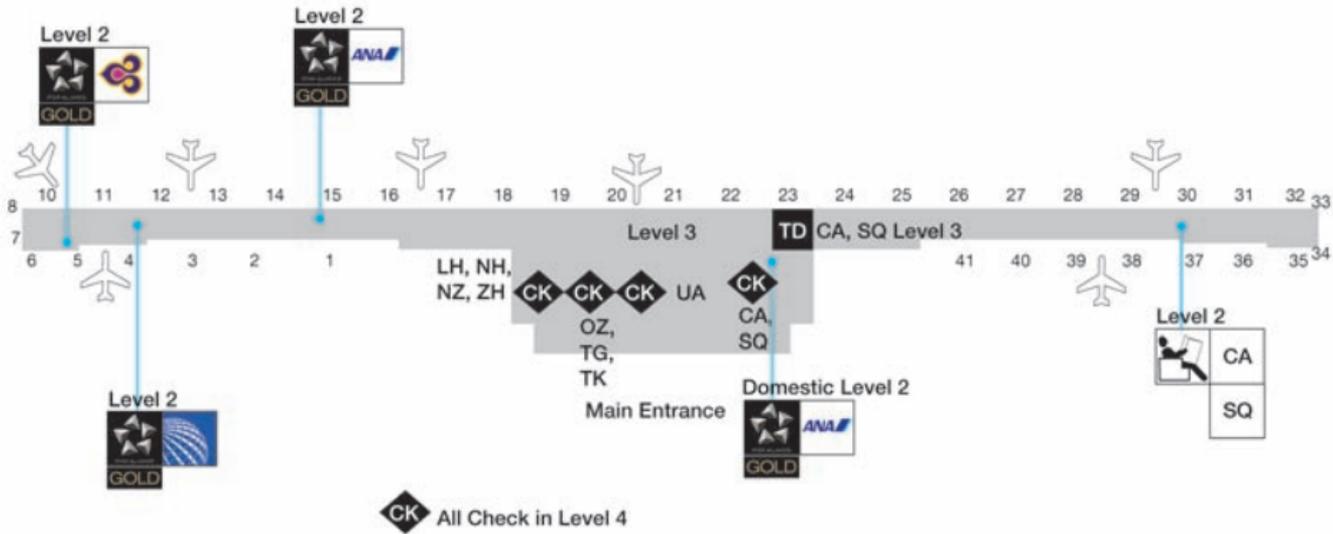
Operating Carriers: AC | AVTA | CA | CM | JJ | LH | LO | LX | MS | NH | OS | OZ | SA | SN | SQ | TG | TK | UA | US



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

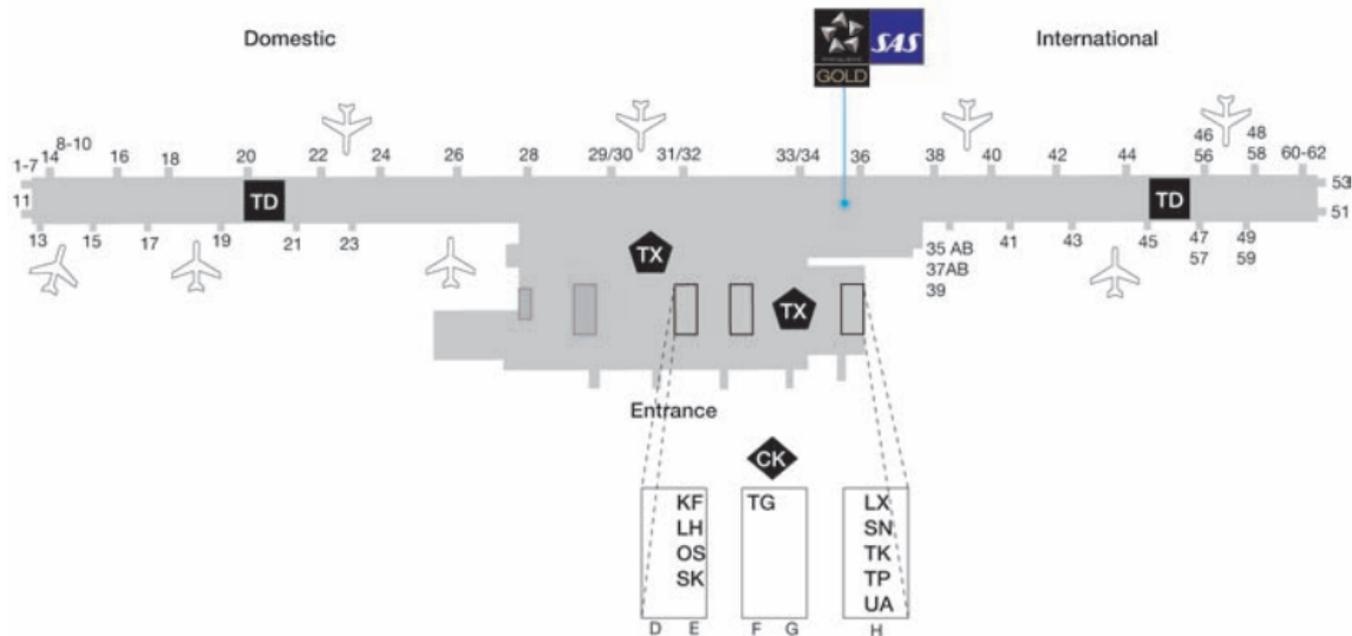
Operating Carriers: AC | AVTA | CM | JJ | LH | UA | US

Orlando, USA
 Orlando International Airport
www.orlandoairports.net



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

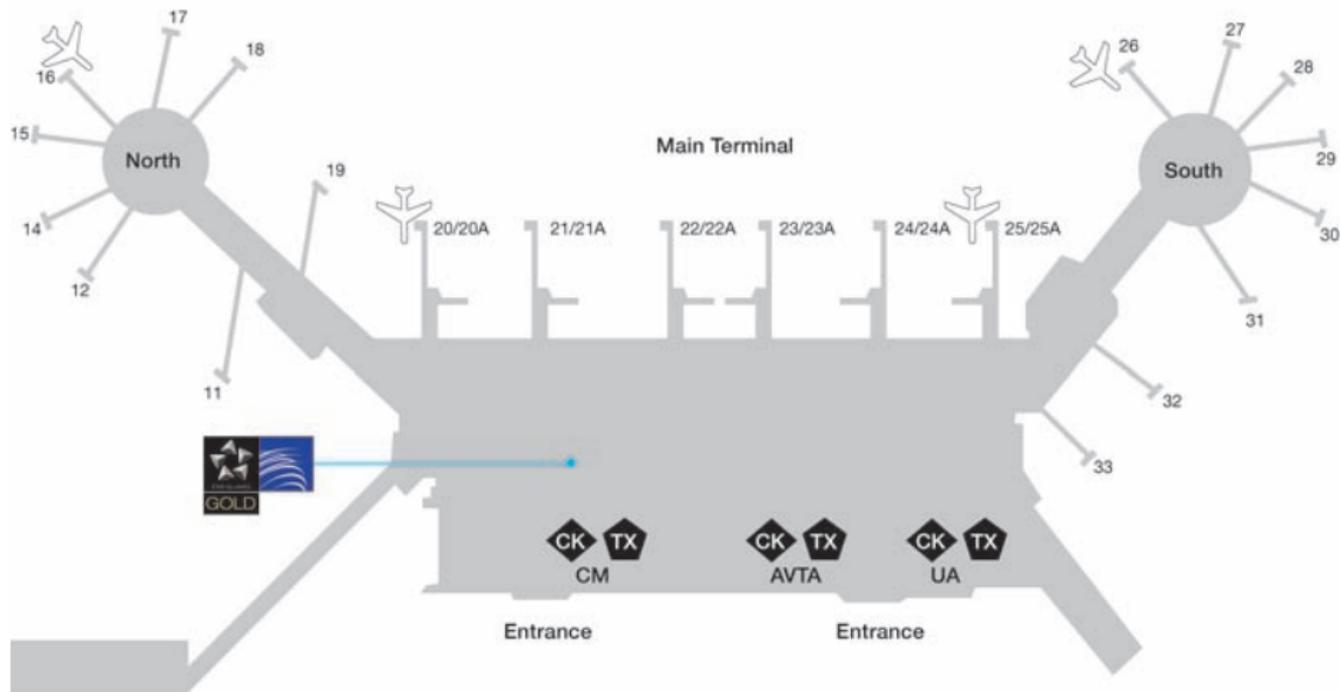
Operating Carriers: CA | LH | NH | NZ | OZ | SQ | TG | TK | UA | ZH



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

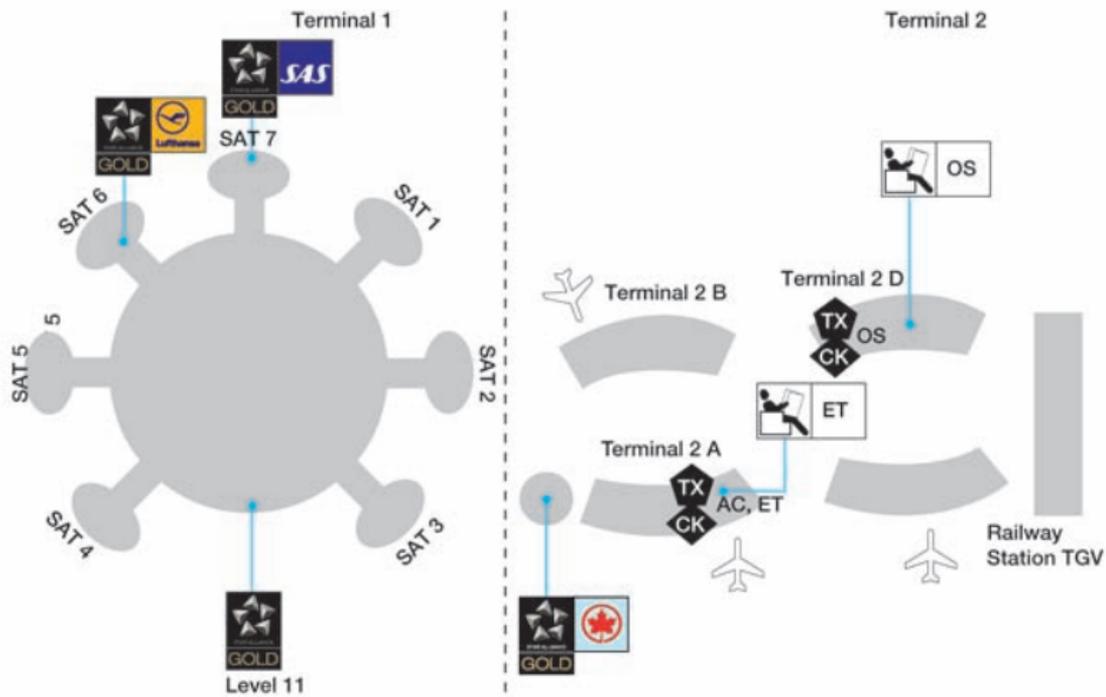
PTY



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AVTA | CM | UA

Panama City, Panama
Tocumen International
www.tocumenpanama.aero

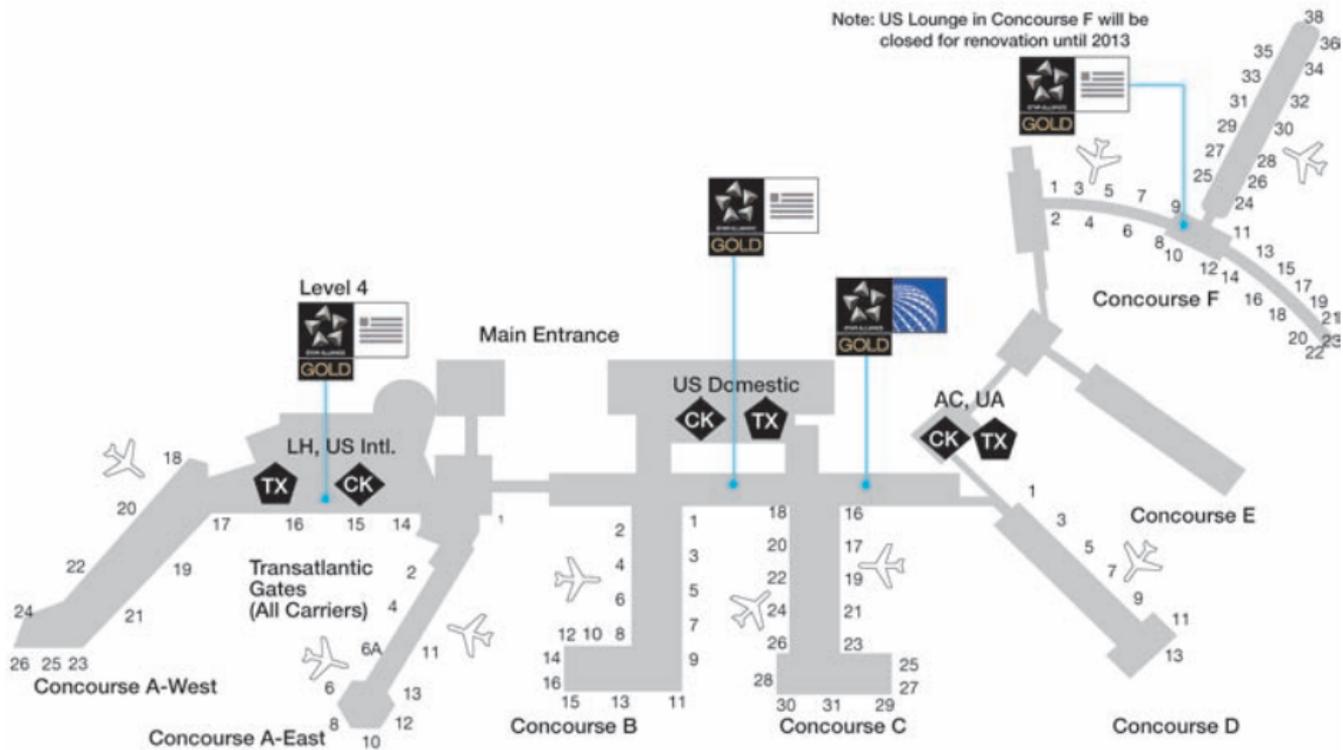


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

CDG

Paris, France
Charles de Gaulle
www.paris-cdg.com

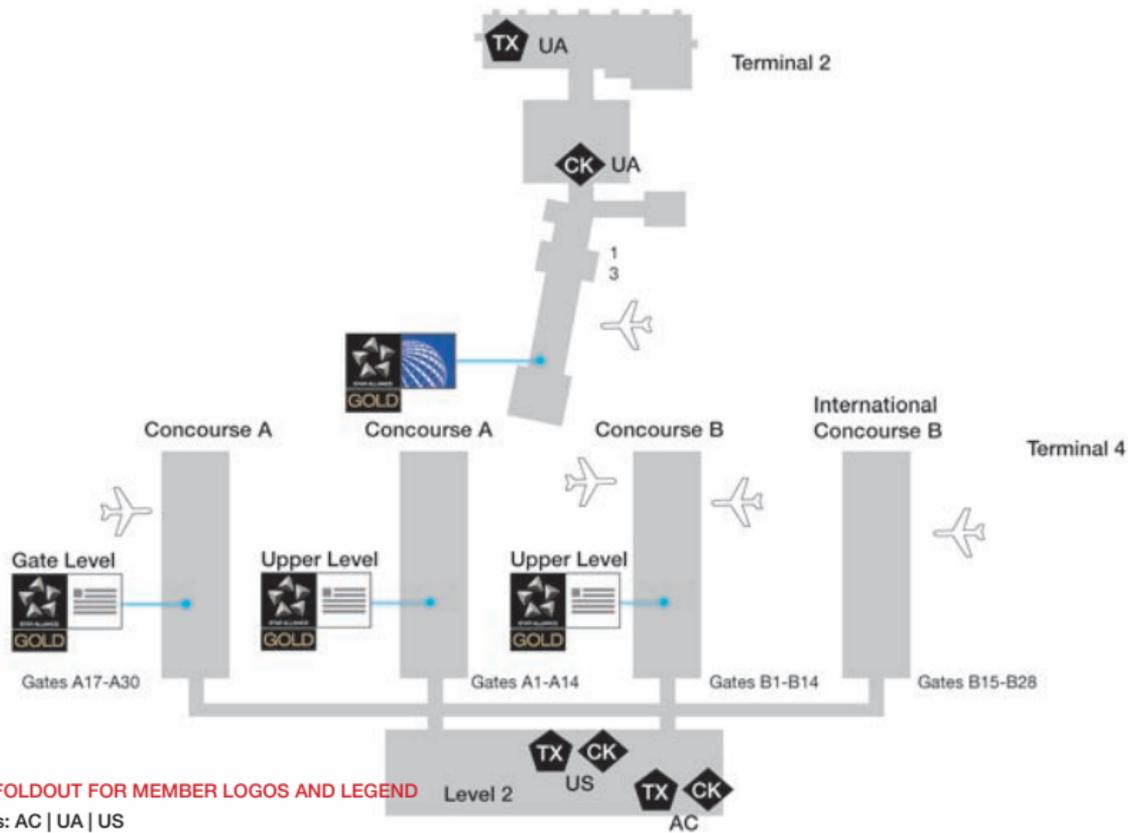


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | LH | UA | US

PHL

Philadelphia, USA
Philadelphia International Airport
www.phl.org



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

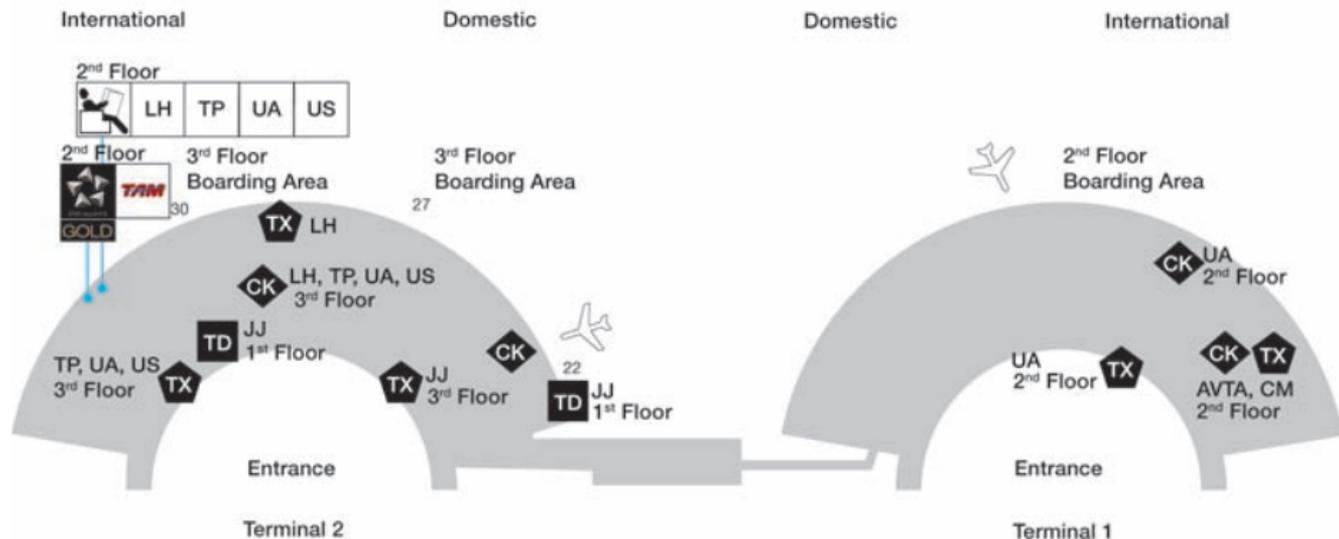
Operating Carriers: AC | UA | US

PHX

Phoenix, USA

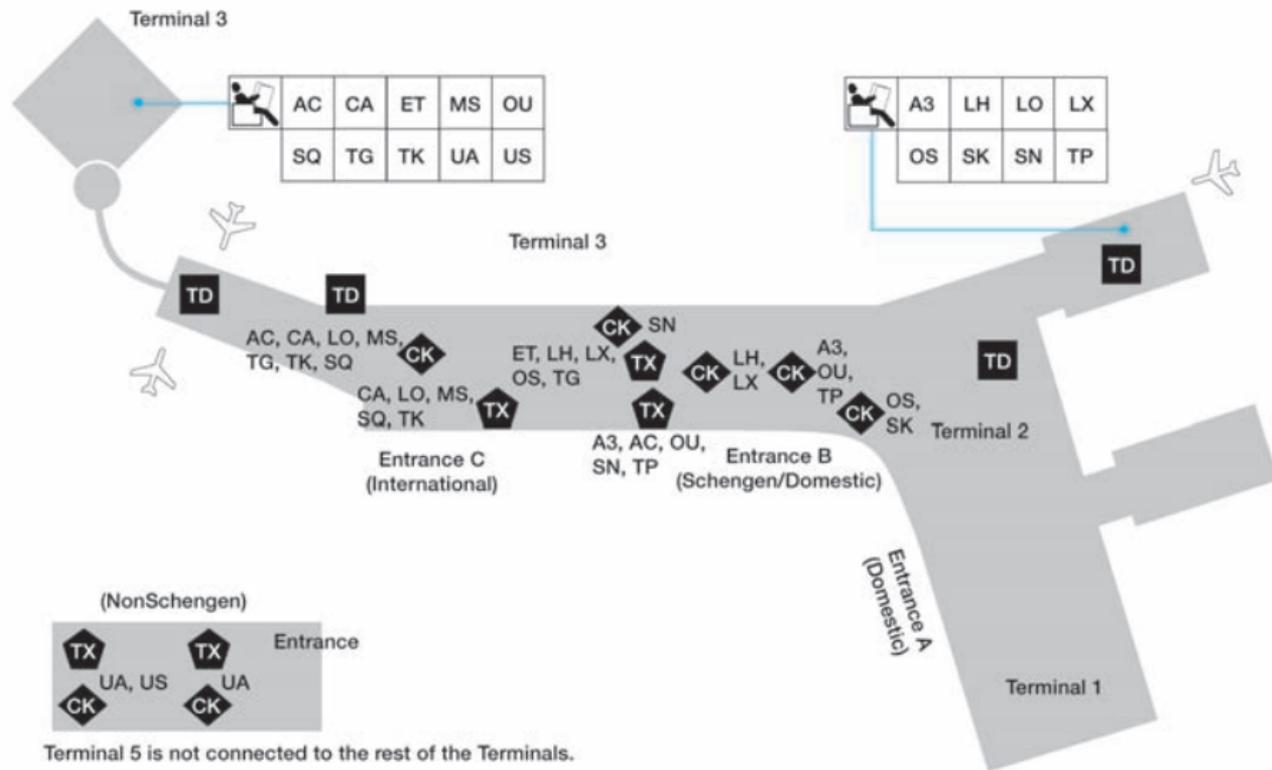
Phoenix Sky Harbor International Airport

www.phxskyharbor.com



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AVTA | CM | LH | JJ | TP | UA | US

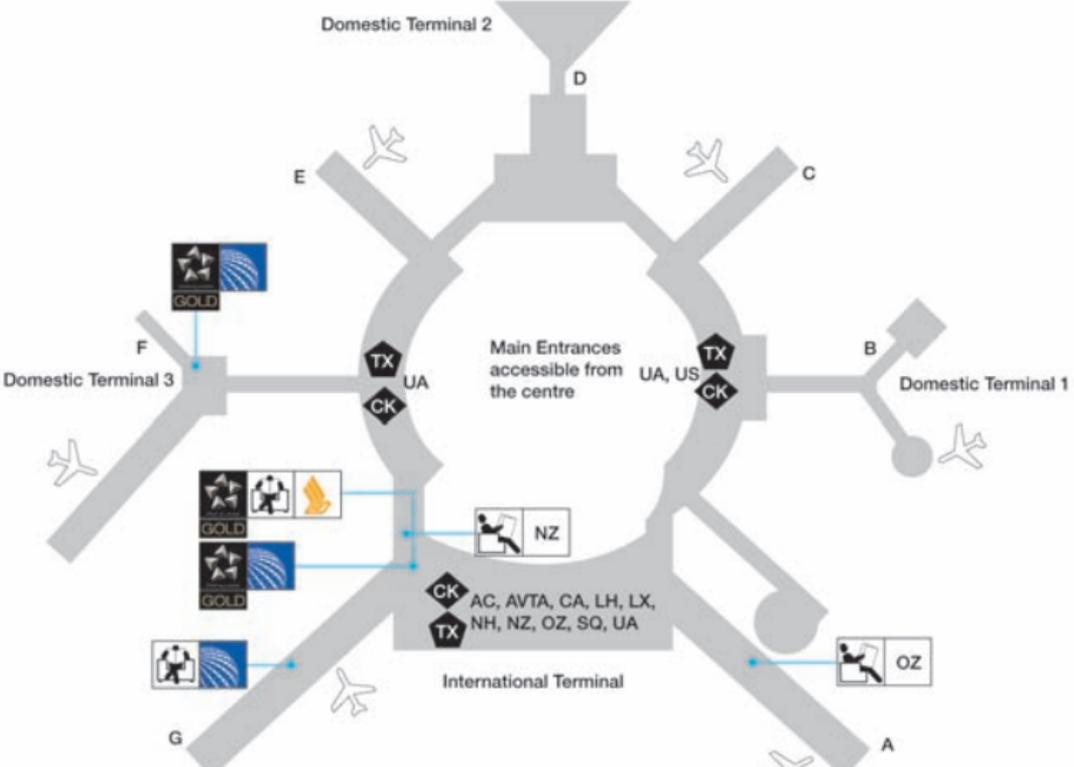


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

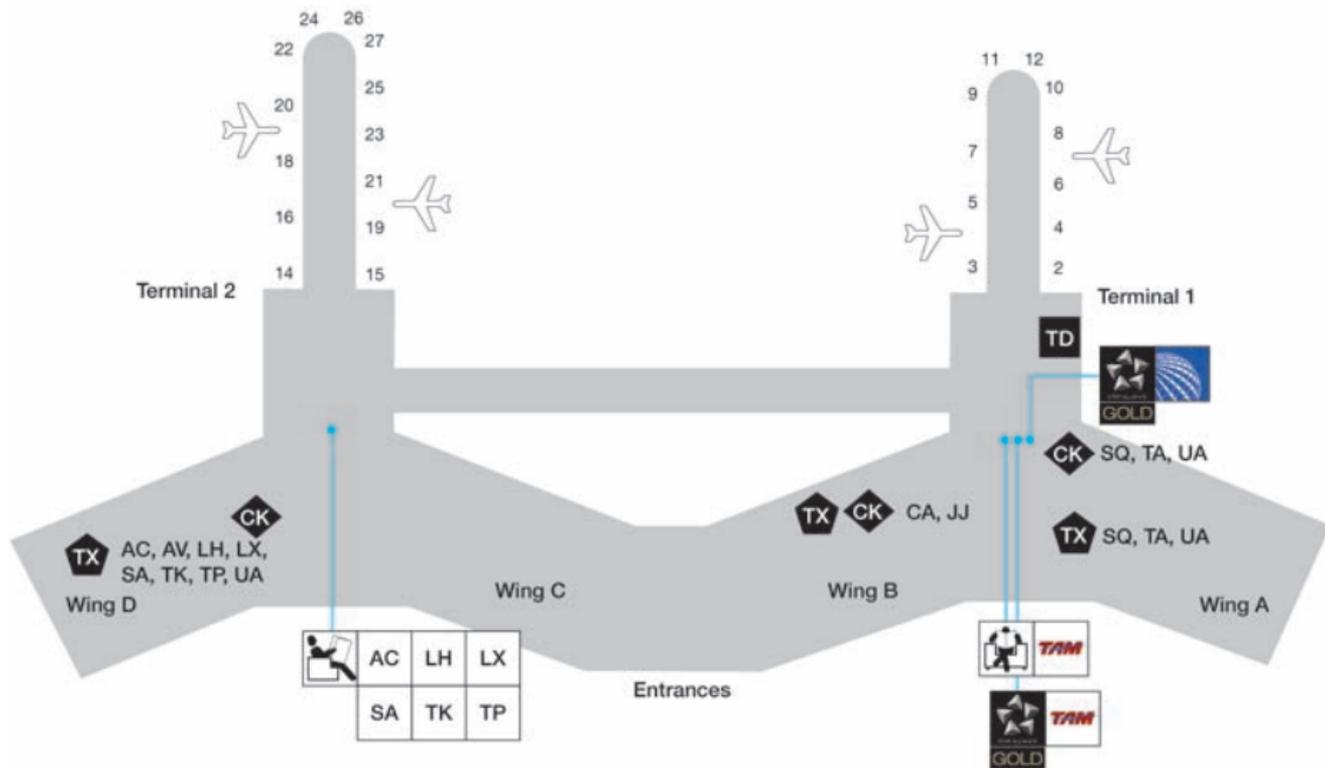
Operating Carriers: A3 | AC | CA | ET | LH | LO | LX | MS | OS | OU | SK | SN | SQ | TG | TK | TP | UA | US

SFO

San Francisco, USA
San Francisco International Airport
www.flysfo.com



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

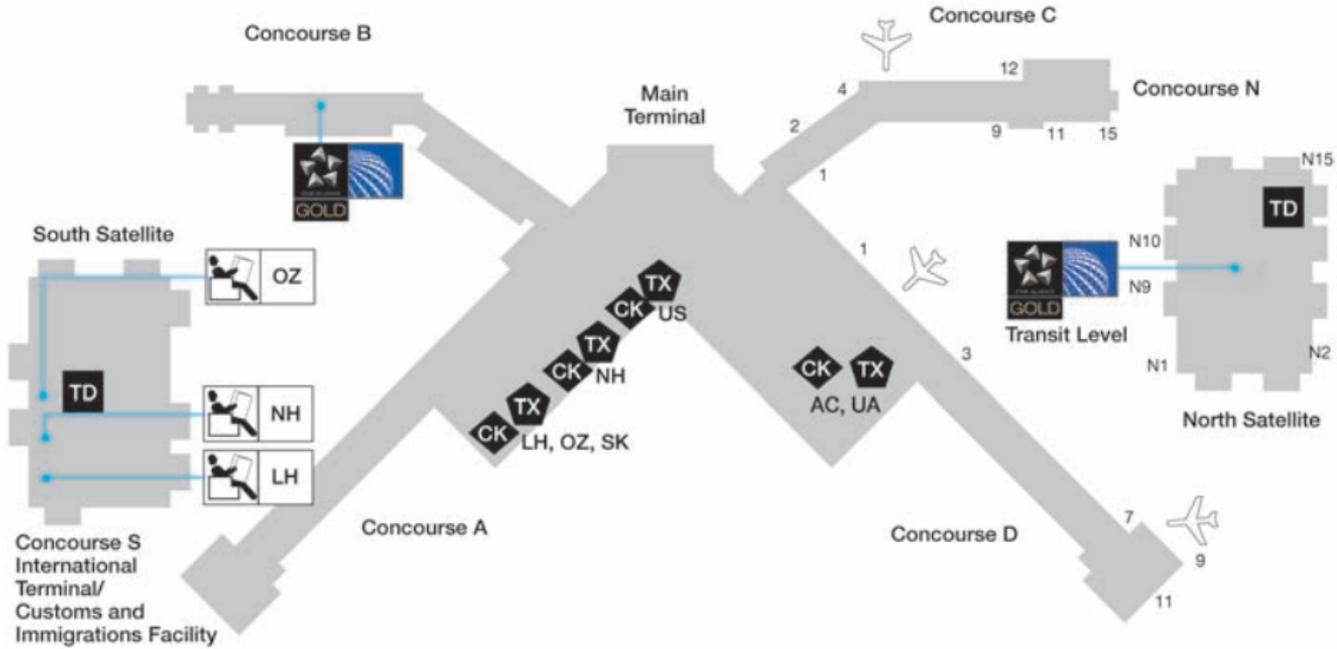


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AVTA | CA | CM | JJ | LH | LX | SA | SQ | TK | TP | UA

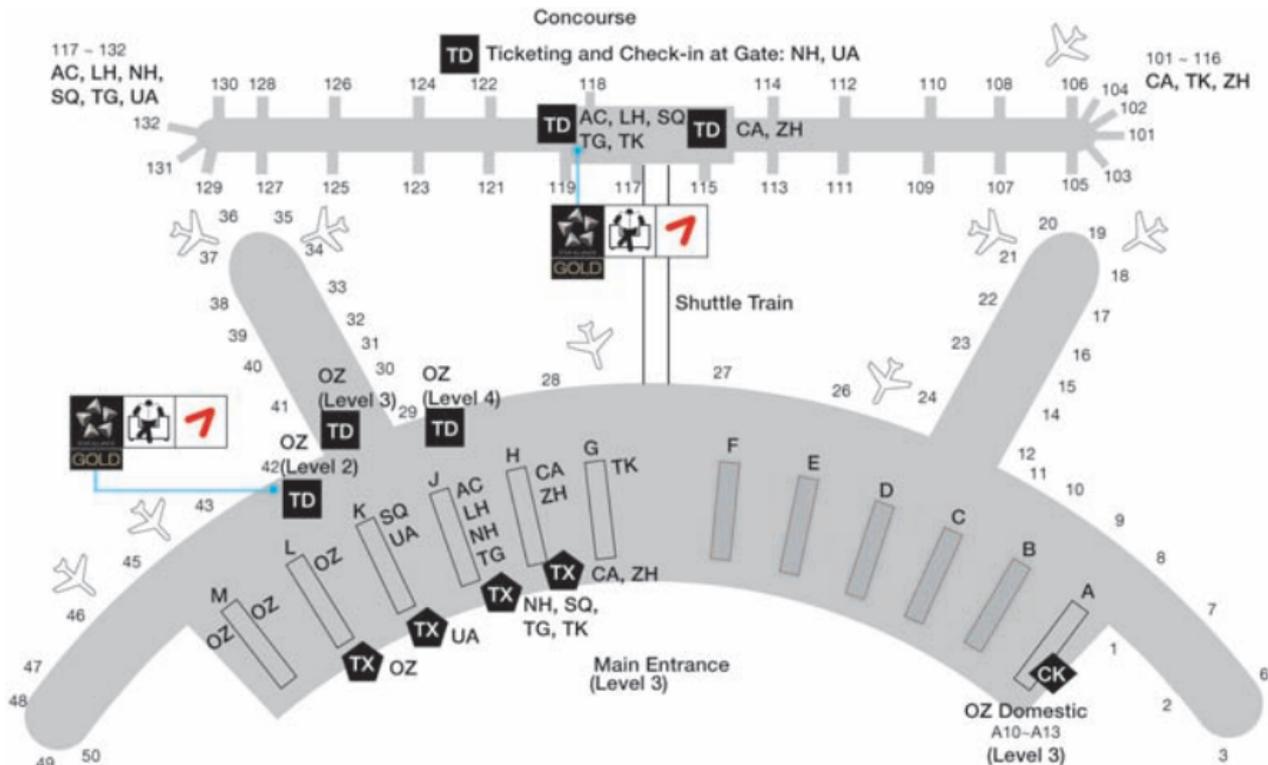
GRU

São Paulo, Brazil
 Guarulhos-São Paulo International Airport
www.infraero.com.br



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

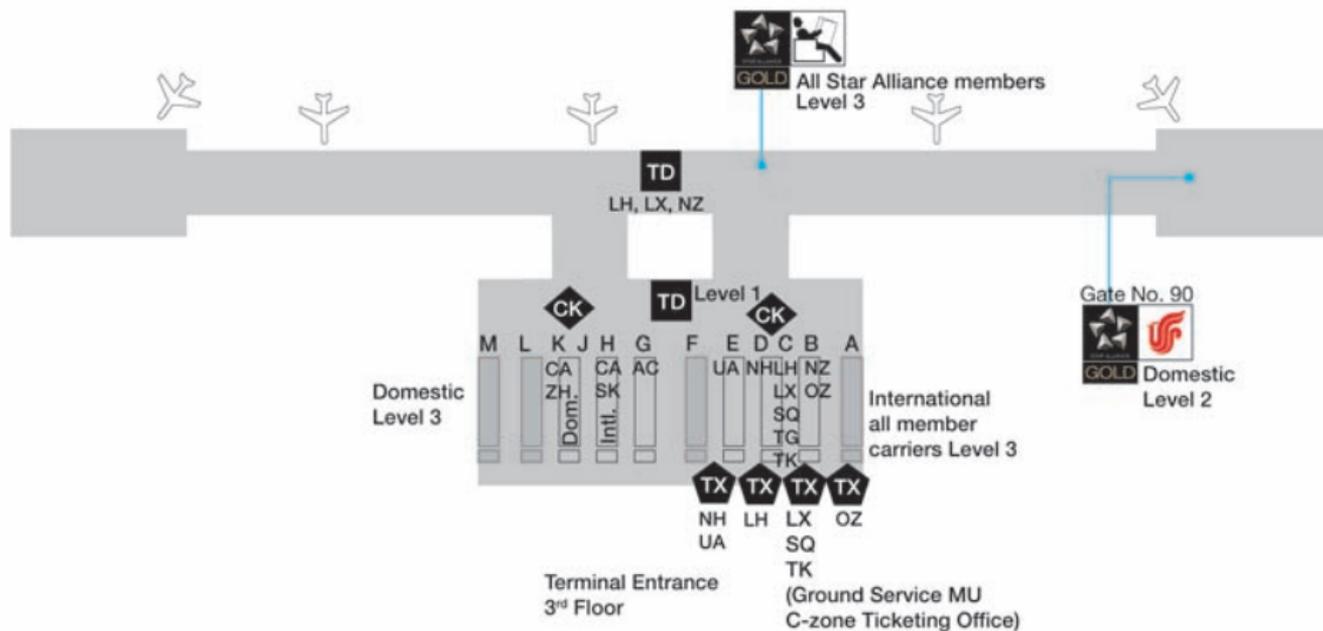
Operating Carriers: AC | CA | LH | NH | OZ | SQ | TG | TK | UA | ZH

Seoul, South Korea

Incheon International

www.airport.or.kr

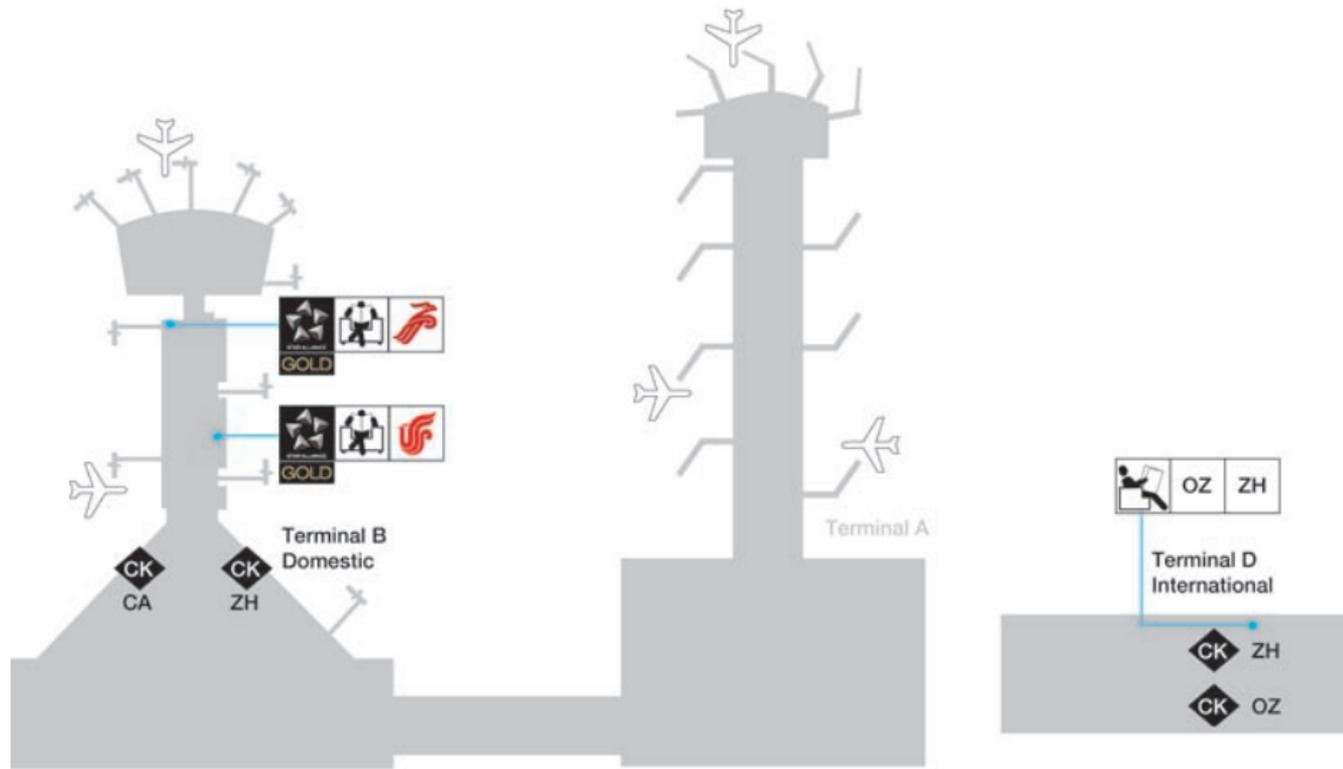
PVG



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

Shanghai, China
Shanghai Pudong International Airport
www.shanghaiairport.com



Main Entrance

SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

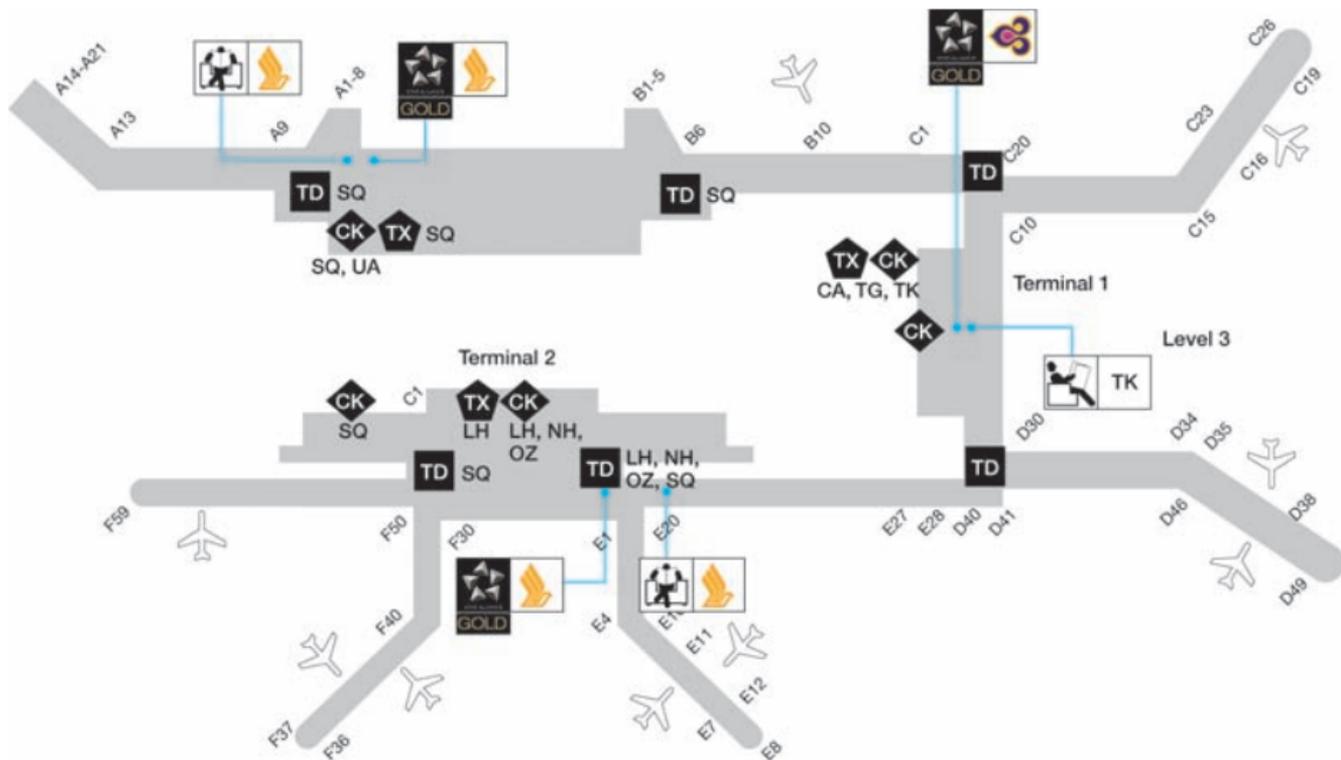
Operating Carriers: CA | OZ | ZH

SZX

Shenzhen, China

Shenzhen Bao'an International Airport

www.szairport.com

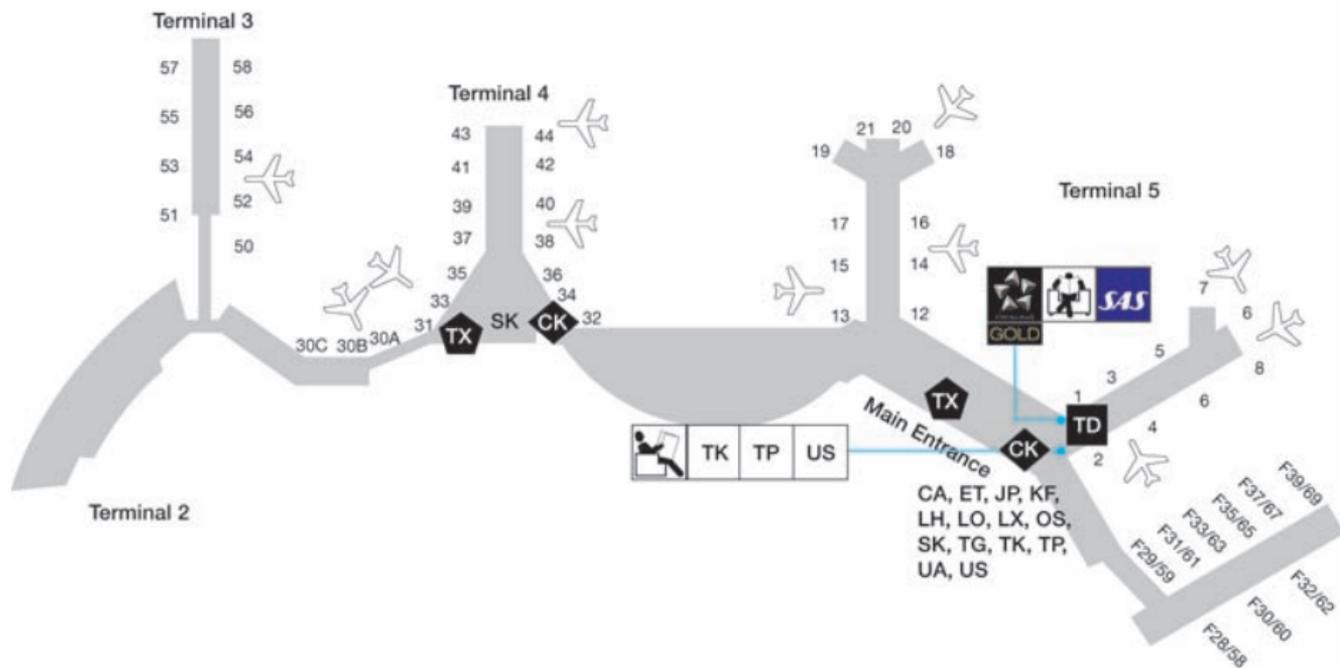


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

SIN

Singapore
Singapore Changi Airport
www.changiairport.com/

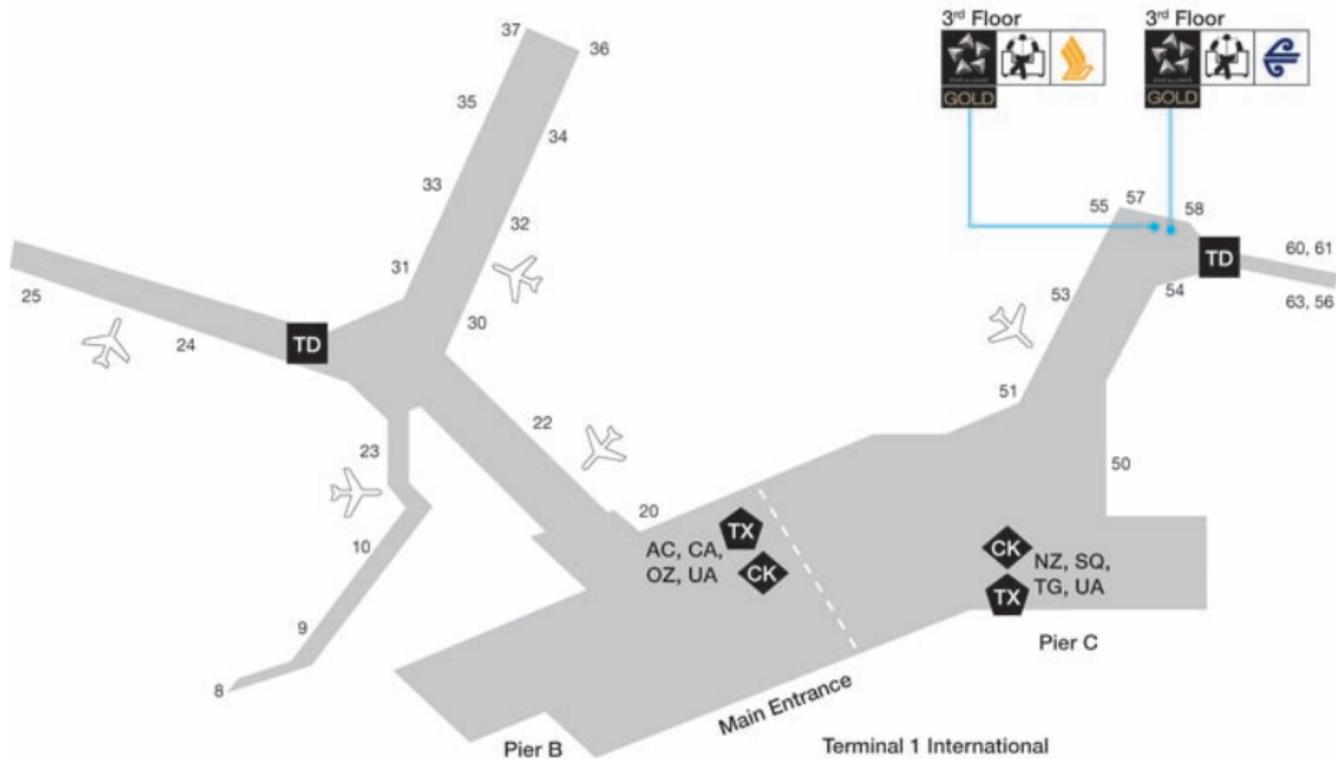


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: CA | ET | JP | KF | LH | LO | LX | OS | SK | TG | TK | TP | UA | US

Stockholm, Sweden
 Arlanda Airport
www.arlanda.se/

SYD



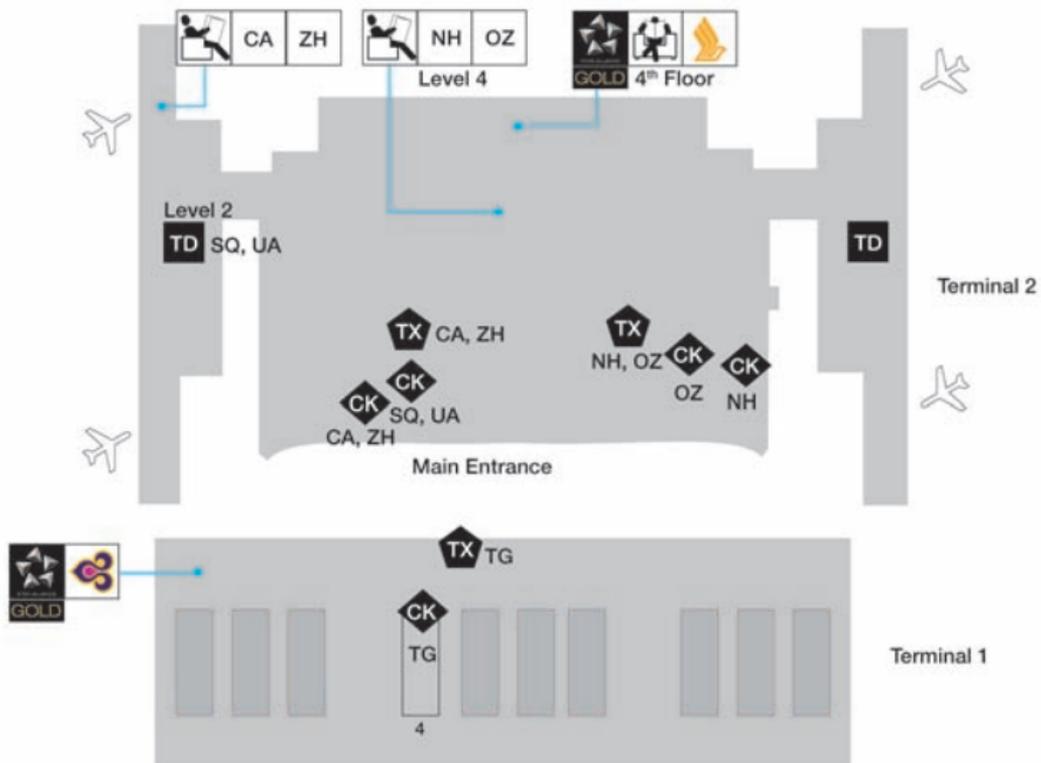
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

Sydney, Australia

Kingsford Smith

www.sydneyairport.com.au



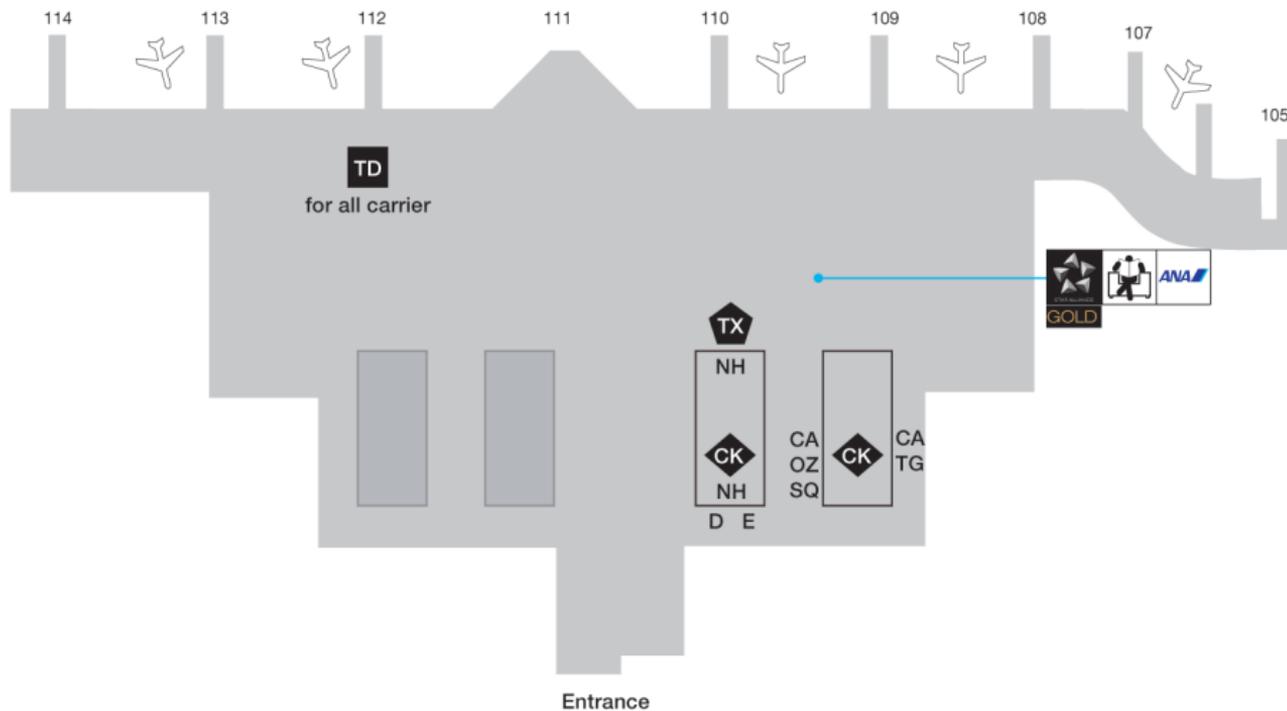
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

TPE

Taipei, Taiwan
 Taiwan Taoyuan International Airport
www.taoyuan-airport.com

HND

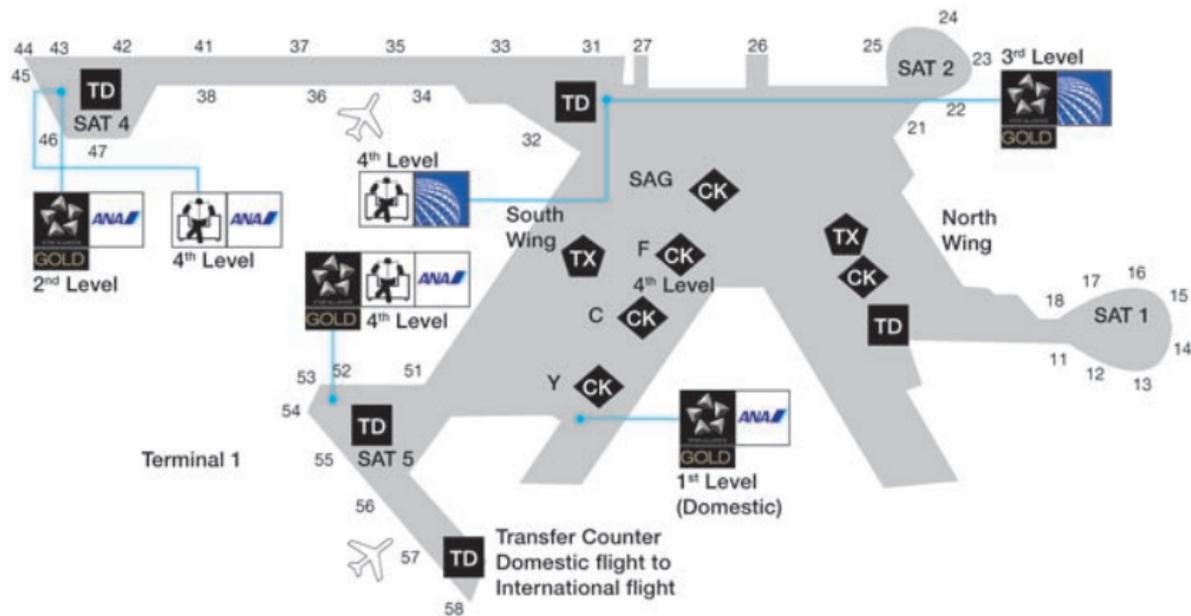


SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

Tokyo, Japan
Haneda Airport

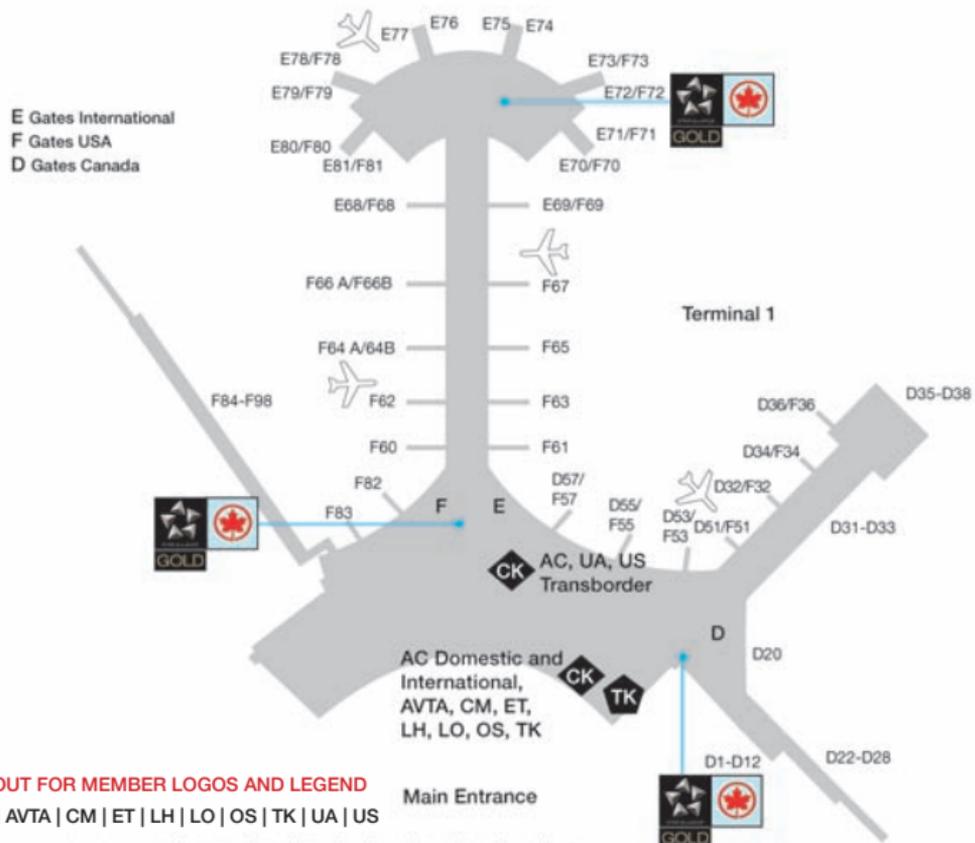
www.tokyo-airport-bldg.co.jp/en/



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

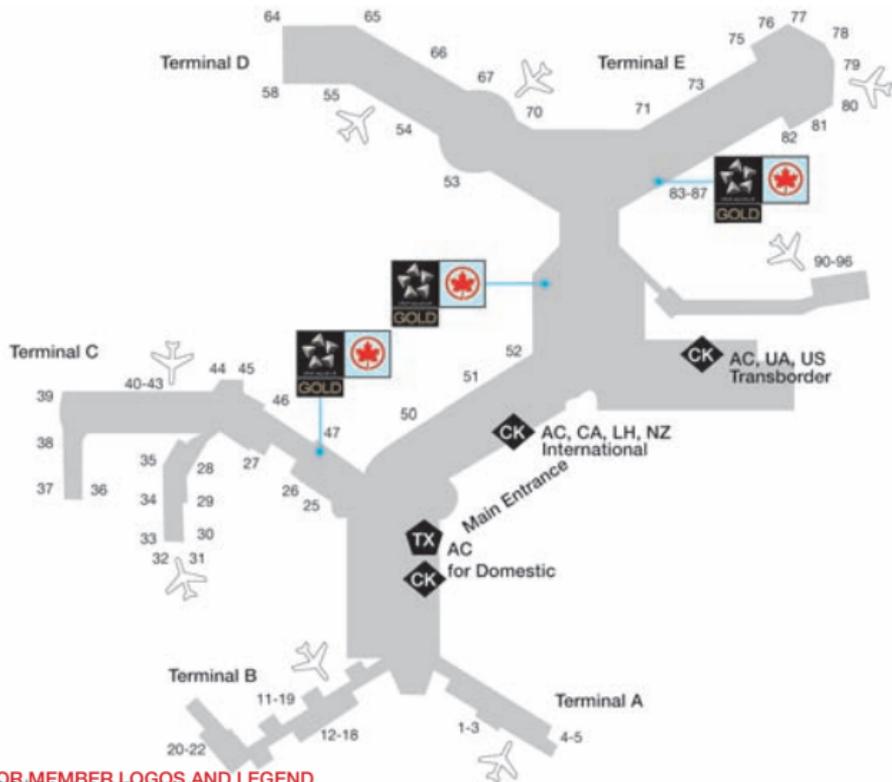
YYZ



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | AVTA | CM | ET | LH | LO | OS | TK | UA | US

Toronto, Canada
Lester B. Pearson International
www.torontopearson.com/



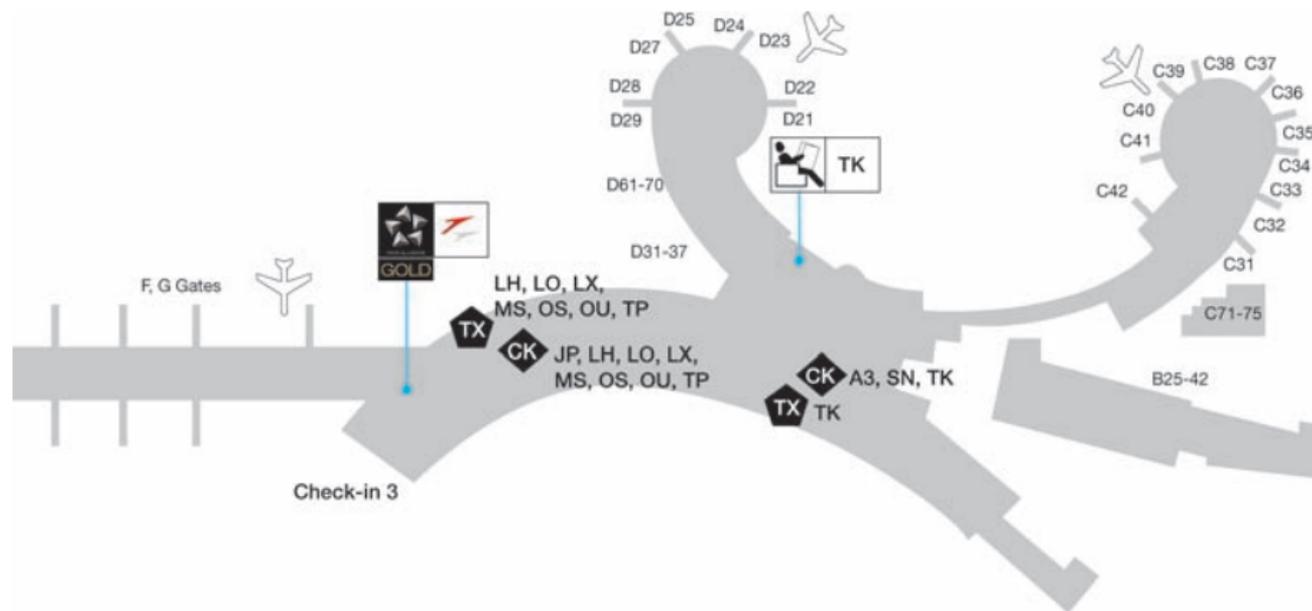
SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

Operating Carriers: AC | CA | LH | NZ | UA | US

YVR

Vancouver, Canada
 Vancouver International
www.yvr.ca

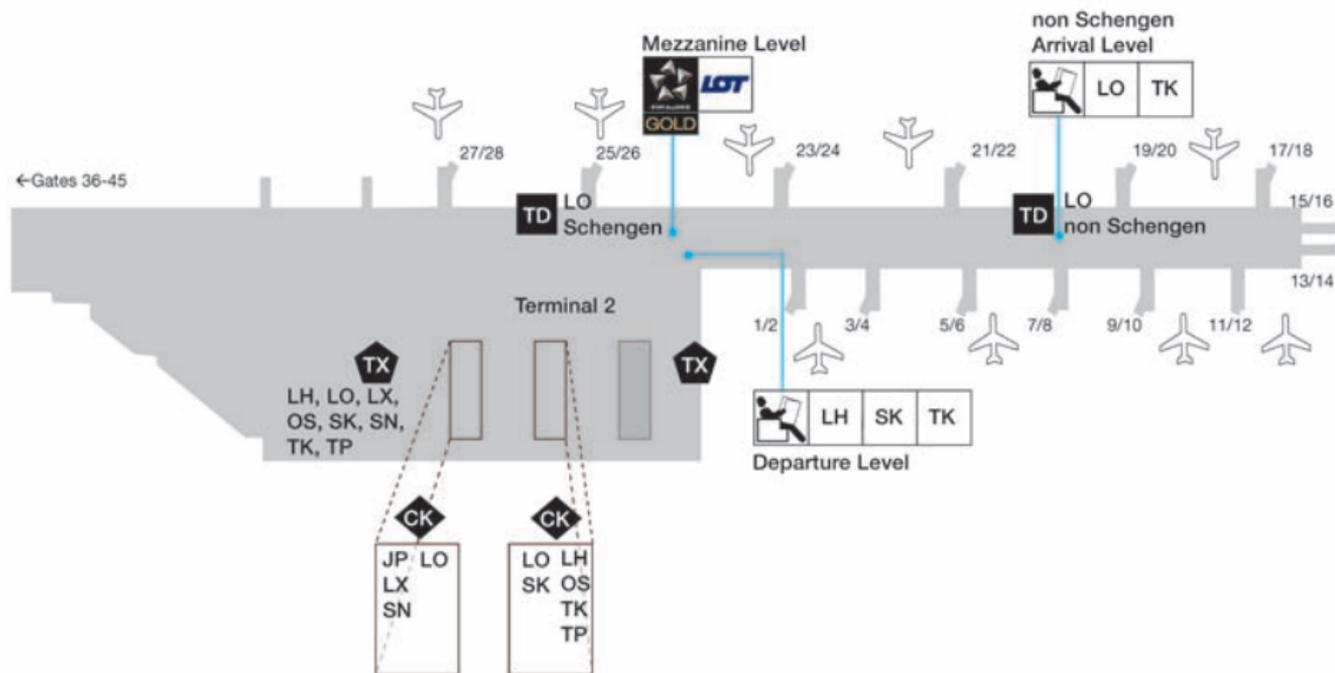
VIE



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

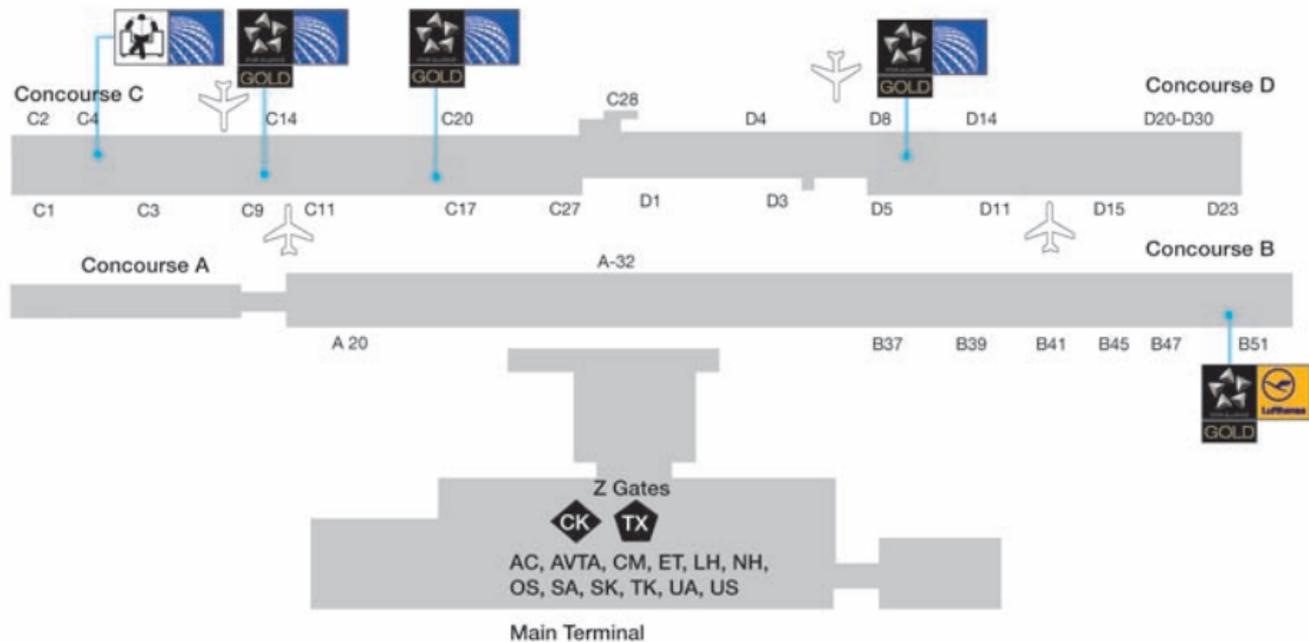
Operating Carriers: A3 | JP | LH | LO | LX | MS | OS | OU | SN | TK | TP

Vienna, Austria
Vienna International Airport
www.viennaairport.com



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

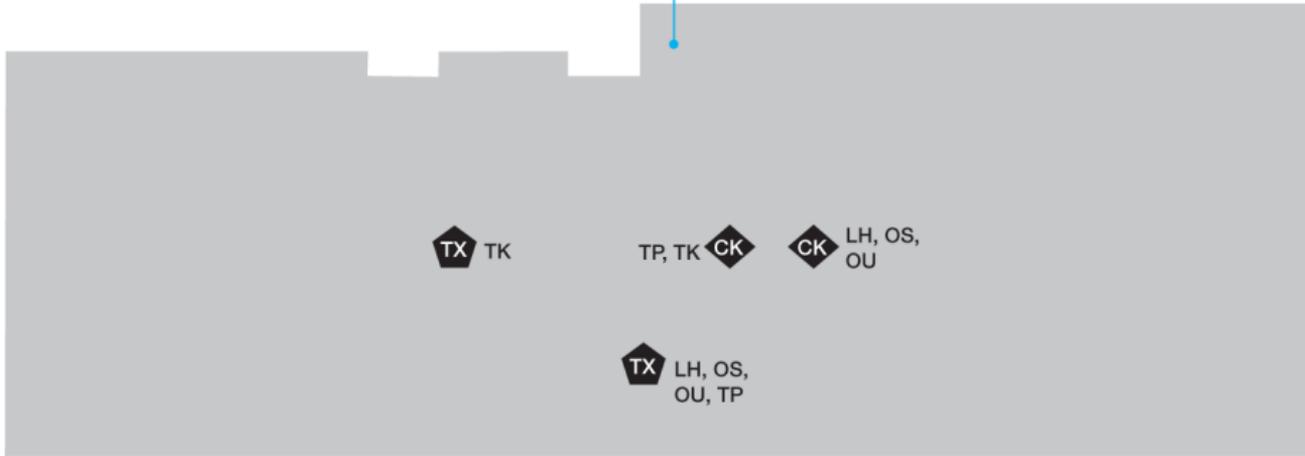
Operating Carriers: AC | AVTA | CM | ET | LH | NH | OS | SA | SK | TK | UA | US



Parking Positions

1st Floor

	LH	OS	OU	TK	TP
--	----	----	----	----	----



TX TK

TP, TK **CK**

CK LH, OS, OU

TX LH, OS, OU, TP

Entrance

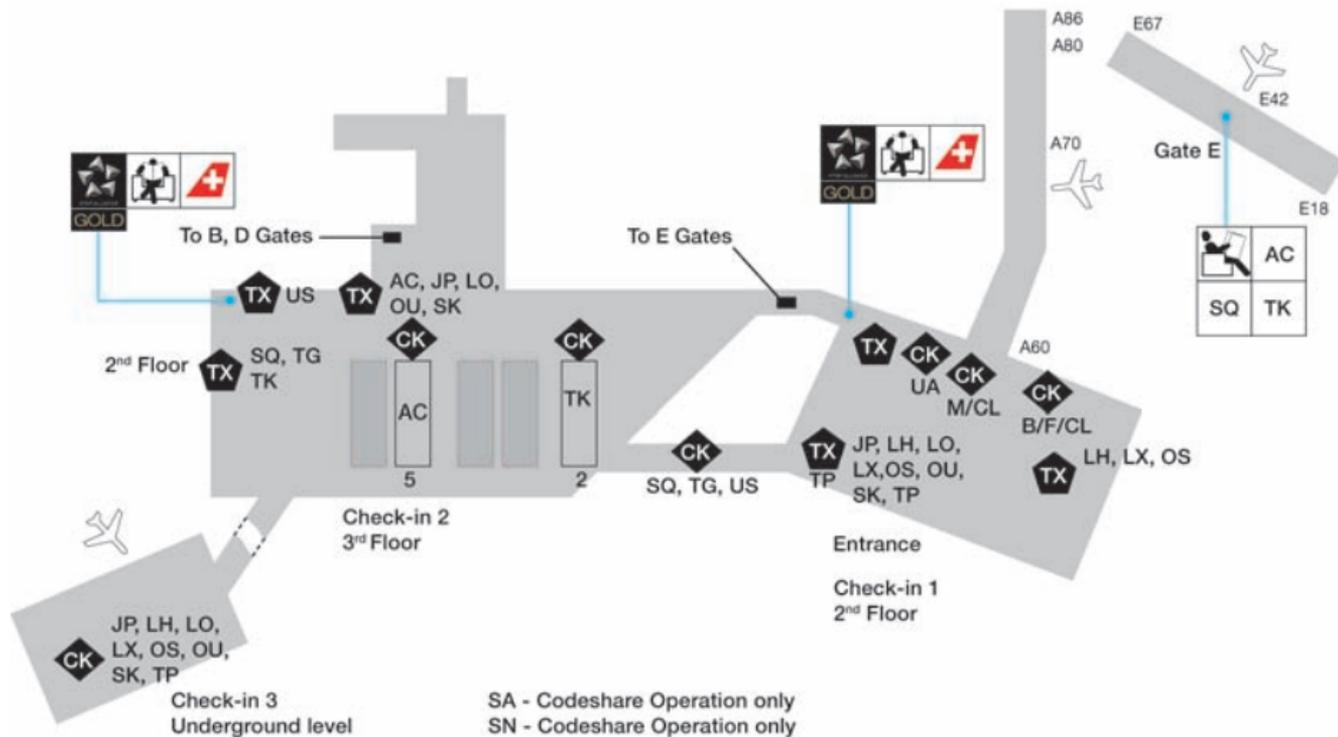
Entrance

SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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

ZAG

Zagreb, Croatia
Zagreb Airport
www.zagreb-airport.hr



SEE LAST-PAGE FOLDOUT FOR MEMBER LOGOS AND LEGEND

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





STAR ALLIANCE MEMBERS - KEY TO MAP SYMBOLS

 Adria Airways JP	 Air New Zealand NZ	 Avianca Taca AVTA	 Croatia Airlines OU	 Lufthansa LH	 South African Airways SA
 Aegean Airlines A3	 ANA NH	 Blue1 KF	 EGYPTAIR MS	 Scandinavian Airlines SK	 SWISS LX
 Air Canada AC	 Asiana Airlines OZ	 Brussels Airlines SN	 Ethiopian Airlines ET	 Shenzhen Airlines ZH	 TAM JJ
 Air China CA	 Austrian OS	 Copa CM	 LOT Polish Airlines LO	 Singapore Airlines SQ	 TAP Portugal TP

LOUNGES



LOCATIONS





STAR ALLIANCE

