

**LOCAL CONDITIONS ex the Netherlands FROM April 1<sup>st</sup>, 2024**

The present “Local Conditions” apply to all sales of air cargo transportation departing from the Netherlands, including services incidental thereto, by or on behalf of Air France and/or KLM (collectively referred to as “Carriers”). These Local Conditions specify the booking conditions and operational specificities which apply to the above-mentioned sales. Local Conditions may be modified by the Carriers at any time and with immediate effect. We advise you to check regularly for updates in particular before any new Booking.

It is reminded that the carriage of cargo is governed by (i) the conditions of the Contract of Carriage displayed on the back of the Air Waybill, (ii) Carriers’ General Conditions of Carriage for cargo (“GCC”), (iii) General Conditions of Sale (“GCS”), (iv) the Specific Conditions of Sale agreed with Carriers, if any, and (v) Carriers’ Local Conditions (“LC”). Those documents altogether qualify as the “Agreement”. In the event of discrepancies and/or inconsistencies, the order of precedence (i) to (v) will apply, unless expressly stated otherwise. GCC and GCS can be consulted at your Local Customer Office or on [www.afklcargo.com](http://www.afklcargo.com) and MyCargo. All bookings for air cargo transportation imply full and entire acceptance of all above mentioned document by the shipper or its representing agent (hereinafter referred to as “Company”).

All capitalized terms used but not defined herein shall have their respective meanings set forth in the GCS.

**1. APPLICABLE RATES**

- “All in Rates”: Air cargo transportation rates based on the booking information, excluding any applicable taxes, levies, fees and Other Charges (e.g. related to screening, customs, DGR handling, etc.).
- Rates may be adjusted in the event of any change of the booking details.
- Applicable rates, taxes, duties, fees and Other Charges are available at the Carriers’ local Customer Service office and may be modified at any time. We advise you to consult them regularly, in particular prior to making a booking.

**2. BOOKING CONDITIONS**

- Booking should be made in accordance with the terms of the Agreement, and more particularly with article 2 “Booking” of the GCS.
- Bookings should be made either online through MyCargo, by email or telephone using the contact details shown below.

<b>Customer Service and booking platform contacts</b>	
E-booking	<b>myCargo, booking portals or direct connection (system-to-system)</b>
E-mail address	<a href="mailto:customerservice.spl@afklcargo.com">customerservice.spl@afklcargo.com</a>
Telephone number	<b>+31206498000</b>

---

### 3. ACCEPTANCE POLICY

- Company is responsible for tendering shipments to Carriers "READY FOR CARRIAGE" in accordance with the terms of the Agreement and more particularly with article 7 "Export Control and Sanctions Laws" of the GCS.

Conditions for delivering "Ready for Carriage":

- A. Before offering an outbound (export) consignment, KLM Cargo or Menzies have to receive a correct and fully completed electronic airway bill (eAWB)\* in accordance with IATA-TACT rules and IATA technical specifications. KLM Cargo or Menzies must be able to verify the presence and completeness of the information received at consignment level via eLink\*\*.
- B. Before the consignment is delivered, all customs formalities for export and re-export must have been met digitally. KLM Cargo or Menzies must be able to verify the presence and completeness of this information at consignment level via eLink\*\*.
- C. The consignment must be offered on pallet(s)\*\*\* in one lot to KLM Cargo or Menzies warehouse floor or on the load bed at the rear of the delivering vehicle.  
**Exception:** ULD's (BUP's) that are stated as such on the airway bill (AWB or eAWB/FWB)\*.
- D. Each consignment must be delivered in such a manner that the number of pieces, the weight and all labels can be checked on accordance with the airway bill. The consignment must also be controllable on damage and must be in accordance with IATA Regulations.
- E. The consignment's status must be 'Secure' in accordance with the applicable EU Regulations upon the day of delivery. The Aviation Security information should be indicated electronically in the eAWB/FWB\* in accordance with IATA's technical specifications or submitted via one of the alternative methods for submitting an eCSD. KLM Cargo or Menzies must be able to verify the presence and completeness of this information at consignment level via eLink\*\*.
- F. The consignment is digitally pre-notified via eLink\*\* including the license plate number of the delivery vehicle and the driver's (ACN) card number. The ground handler must be able to verify the presence and completeness of the Digital Pre-Notification at shipment level via eLink\*\*.

If the consignment is not compliant with the regulations above, KLM Cargo or Menzies can choose to either refuse the consignment or to correct it in accordance with the applicable local conditions, a (NRFC) handling fee could be applied in case of corrections made.

KLM Cargo or Menzies and driver can indicate the code of non-compliance to the RFC rules in eLink\*\* by mentioning an "e" code (category A-F mentioned above) or on a cargo delivery list signed by both parties.

Advance notification of the arrival of a "Not Ready for Carriage" delivery does not make the consignment concerned "Ready for Carriage".

---

\* Exception to the use of eAWB (as defined on IATA website/IATA Multilateral Resolution 672) is that bilaterally it may be agreed that, temporarily, the FWB is sufficient (without EAP/EAW). (most recent version Cargo-IMP/Cargo-XML/ONE Record or version immediately preceding the latest)

\*\* eCargo Receipt/eLink or comparable (community) systems.

\*\*\* In accordance with legislation and regulations.

- Specific guidelines may apply per product, which may be consulted at Carriers' local Customer Service offices. Shipments must be tendered before the latest acceptance time (referred to as "LAT") shown below, please note different conditions apply to KLM Cargo and Martinair Cargo as stated in below tables.

**KLM Cargo handling :**

<b>LAT*</b>	<b>hours before STD **</b>	<b>hours before STD **</b>
<b>Product</b>	<b>LOOSE</b>	<b>BUP***</b>
<b>Express</b>	<b>4</b>	<b>1.5</b>
<b>Express Heavy</b>	<b>5</b>	<b>4</b>
<b>Specialized AOG</b>	<b>1</b>	<b>1</b>
<b>Specialized Pharma</b>	<b>7</b>	<b>5</b>
<b>Specialized Fresh</b>	<b>5</b>	<b>4</b>
<b>Specialized DGR</b>	<b>7</b>	<b>-</b>
<b>Specialized Live</b>	<b>5</b>	<b>-</b>
<b>Specialized Art</b>	<b>6</b>	<b>-</b>
<b>Specialized Safe 1&amp;2</b>	<b>5</b>	<b>-</b>
<b>Specialized Wheels</b>	<b>10</b>	<b>-</b>
<b>Specialized HUM</b>	<b>5</b>	<b>-</b>
<b>General (Plus)</b>	<b>7</b>	<b>5</b>
<b>General (Plus)/(BIG)</b>	<b>10</b>	<b>7</b>

\* LAT: Latest Acceptance Time/\*\* STD: Scheduled Time of Departure

\*\*\* BUP: Build Up Pallet (unit)

**Martinair Cargo (Menzies SPL) handling:**

<b>LAT*</b>	<b>hours before STD**</b>	<b>hours before STD**</b>
<b>Product</b>	<b>LOOSE</b>	<b>BUP***</b>
<b>Express</b>	-	-
<b>Express Heavy</b>	<b>8</b>	<b>6</b>
<b>Specialized</b>	<b>10</b>	<b>6</b>
<b>Specialized DGR</b>	<b>12</b>	-
<b>General (Plus)/(BIG)</b>	<b>10</b>	<b>6</b>

\* LAT: Latest Acceptance Time /\*\* Scheduled Time of Departure/ \*\*\* BUP: Build Up Pallet (unit)

**3.1. Dangerous goods acceptance and handling at KLM Cargo in Amsterdam.**

Dangerous goods must comply with correct IATA Dangerous Goods Regulations. An acceptance check has to take place and is done by KLM-cargo Dangerous Goods Competence Center latest 7 hours before departure. Please note that for shipments departing in the morning the LAT will be the day before due to opening hours of our DG department, the acceptance check can only be executed within the opening hours as shown below.

Due to environmental permits, DG shipments, both import and export, may not be stored in the KLM Cargo warehouses more than 72 hours.

<b>Opening hours DGCC</b>	
Mon-Thu	07h00-23h00
Fri	07h00-02h00
Sat-Sun	07h00-15h00

For dangerous goods acceptance and handling at Martinair (Menzies), please see 7; Martinair Cargo Product.

**4. NO SHOW, CANCELLATION AND BOOKING DISCREPANCY FEES**

In the event of No Show, Cancellation, any discrepancies between Booking and the actual shipment offered at acceptance and/or any change made to the Booking details, additional fees may apply. The additional fees are specified in article 2.2 of the General Conditions of Sale, available at [Legal Conditions](#).

4.1

Notwithstanding anything to the contrary in article 2.2 of the General Conditions of Sale (available at our website Legal Conditions), in the event of no show for bookings from 1 ton or 5 m3, if delivery is after the Scheduled Time of Departure (STD) or if the shipment is NOT cancelled on the Latest Acceptance Time (LAT), a fee of 50% of the total All-in Rate according to booking shall be applicable. A fee of 100% will be applicable for no show bookings from 10 tons or 6 0m3

<b>No Show fee</b>	
Bookings from 1 ton or 5 m3 up to 10 tons or 60 m3	50% of the total All-in rate according to booking
Bookings from 10 tons or 60 m3	100% of the total All-in rate according to booking

#### 4.2 Late cancellation vegetables

Following exception to the General Conditions of Sale only applies to the commodity vegetables referring to an adapted timeframe for booking updates as specified per below:

<b>Late cancellation fees vegetables*</b> (For cancellations after 12:00pm (noon) the day prior to flight departure)	
Bookings from 2 tons or 10 m3 and under 10 tons or 60 m3	25% of the total all-in revenue according to booking
Bookings from 10 tons or 60 m3	50% of the total all-in revenue according to booking
*Booking updates after 12:00pm (noon) the day prior to flight departure, for shipments above 2 tons or 10 m3 and involving more than 25% decrease in chargeable weight will be subject to cancellation fees mentioned above for shipments above 2 tons or 10m3.	

### 5. OTHER/HANDLING CHARGES

The commodity type, handling, delivery of goods and/or any additional services may give rise to "Other Charges" added on top of the All-in Rate. Other Charges are subject to change and may vary depending on the origin/destination and the local operational situation. For a full overview of the Other Charges or for any additional information, please contact your carriers' local customer service office.

- The list of export Other Charges which may apply to your shipment can be consulted, upon registration, in your myCargo account, at <https://www.afklcargo.com/WW/en/local/app/index.jsp#/myCargo/othercharges>.
- The following import handling charges may apply to your shipment.  
All charges are in euro. Taxes are not included.

Import Charges KLM Cargo - description	Unit	Rate
<b>1. Slot time handling</b> (delivery on agreed times, loading on the tailboard of the truck) On a ULD for a kg tariff Loose	Per kg Per kg Minimum	€ 0.08 € 0.134 € 39.00
<b>2. Extra administration costs</b> 2.1 Notice-of non-delivery issued later than 14 days after arrival of the shipment. 2.2 VAH fee (Pre announcement collection/Voor Aanmelding Halen) input PGTS	Per shipment Per shipment	€ 90.00 € 28.50
<b>3. Destruction costs</b> Incl. cost for customs, excl. destruction by AAS (destruction company), also for packing material and waste.  Additional services and /or transport to other locations.	Per shipment  On request	€ 223.00
<b>4. Transport of packing material</b> via AAS - destruction company	Per m3	€ 170.00
<b>5. Storage Charges</b> <b>5.1 Storage charges for all products (unless otherwise specified)</b> Free storage period is 18 hours, calculated from the moment that the shipment has been checked. (*) After the free storage period the following storage charges are applicable: During first 5 days After 5 days (*) Storage charges are also applicable to parts of shipments (partshipments) which exceed the free storage period of 18 hours.  <b>5.2 Storage charges Fresh and Pharma (Cool)</b> Free storage period is 8 hours, calculated from the moment that the shipment has been checked (*) If the consignee is unable to collect the shipment within this time range, additional storage needs to be requested via the local booking office. After the free storage period the following storage charges are applicable: (*) Storage charges are also applicable to parts of shipments (part-shipments) which exceed the free storage period of 8 hours.	Per 100 kg / 24 h Per 100 kg / 24 h Minimum  Per 100 kg / 24 h Minimum	€ 9.50 € 16.00 € 56.00  € 19.00 € 100.00

<p><b>5.3 Storage charges Safe 1 &amp; Art Security</b> Free storage period is 24 hours, calculated from the moment that the shipment has been checked (*) After the free storage period the following storage charges are applicable: Long term storage charges (*) storage charges are also applicable to parts of shipments (part-shipments) which exceed the free storage period of 24 hours.</p> <p><b>5.4 Storage charges Safe 2</b> Free storage period is 24 hours, calculated from the moment that the shipment has been checked (*) After the free storage period the following storage charges are applicable: (*) Storage charges are also applicable to parts of shipments (part-shipments) which exceed the free storage period of 24 hours.</p>	<p>Per 100 kg / 24 h Minimum</p> <p>On request</p> <p>Per 100 kg / per 24 h Minimum</p>	<p>€ 25.75 € 168.00</p> <p>€ 24.15 € 94.50</p>
<p><b>6.Live charges</b></p> <p><b>6.1 Handling Charges Animal Hotel for all live animals excluding horses</b></p> <p><b>6.2 Handling Charges Animal Hotel for horses only</b></p> <p><b>6.3 Quarantine Costs (excl. veterinary surgeon costs)</b> Horses (per horse, per 24 hours or part thereof) Small pets (per shipment, per 24 hours or part thereof) Other animals (per pallet, per 24 hours or part thereof)</p> <p>Quarantine costs caused by the use of external shelters will be charged based on the invoice of this specific shelter.</p> <p>Note: In case of use of a quarantine unit for shipments of other carriers which are not pre announced, all extra cost and missed revenue will be charged to the Handling Company of the "Other Carrier" involved.</p> <p><b>6.4 Storage Charges Live Animals</b> Pets (e.g. dogs, cats) Small animals (e.g. birds, pigeons) Large animals (e.g. horses)</p> <p>Note 1: These charges are also applicable in case a same day connection can be made and an overnight for the animal is requested</p> <p>Note 2: It is mandatory to deliver all shipments 5 hours before departure "ready for carriage" at the Animal Hotel. For shipments with a time of departure earlier then 11:00 AM there is a possibility to deliver the shipments the evening before, after 17:00 (Ready for carriage) at the Animal hotel without additional storage charges. This is not applicable for horses, ponies, pigs, goats, cattle and police dogs.</p> <p><b>6.5 Cool storage for live animal shipments (worms)</b></p> <p><b>6.6 Other Service Charges (e.g. veterinary surgeon)</b></p> <p><b>6.7 Other Services</b> Destruction of box Truck cleaning and disinfection Sealing / unsealing actions for bonded truck and/or kennels by the state vet</p>	<p>Per kg Minimum</p> <p>Per kg Minimum</p> <p>Per 24 h Per 24 h Per 24 h</p> <p>Per 24 h per kennel Per 24 h per crate Per 24 h per animal</p> <p>Per skid</p> <p>On request</p> <p>Per box Per truck Per item</p>	<p>€ 0.18 € 39.00</p> <p>€ 0.21 € 72.50</p> <p>€ 560.00 € 280.00 € 280.00</p> <p>€ 125.00 € 67.00 € 123.00</p> <p>€ 22.30</p> <p>€ 480.00 € 725.00 € 215.00</p>

## **6. INVOICING AND PAYMENT**

Invoices are issued on the basis of the Booking information, the air waybill, its electronic equivalent and adjustments made at acceptance in the event of discrepancies between the shipment details at Booking and those at acceptance, in accordance with the terms of the Agreement and more particularly with article 3 "Invoicing and Payment" of the GCS.

Carriers' invoices will be handled via CASS or other available industry payment facilities agreed with the Company. In case CASS is not available, the Company can open an account locally by entering into a specific contractual agreement with the Carriers.

If the Company wishes to dispute any invoiced amount, it shall notify the Carriers immediately and in any event within six (6) months of the invoice date. If the Company does not notify Carriers of a dispute within such time period, the invoice shall be deemed accepted.

*Invoice queries are to be addressed to: [Disputes.Benelux@afklcargo.com](mailto:Disputes.Benelux@afklcargo.com)*

## **7. MARTINAIR CARGO PRODUCT**

### **Special Cargo**

#### **Dangerous goods**

Dangerous goods must comply with the current IATA Dangerous Goods Regulations. An acceptance check has to take place and is done by the DG team of Menzies latest 12 hours before departure.

Note that, due to environmental permits, DG shipments, both import and export, may not be stored in the Menzies warehouse more than 120 hours, for all Class1 the maximum storage is 48 hours.

<b>Opening hours DGCC</b>	
<i>Mon-Sun</i>	<i>07h00-23h00 *</i>

The carriage of the following items is subject to prior approval by the KLM/Martinair Approval Desk at Schiphol Airport via [approval@klmcargo.com](mailto:approval@klmcargo.com):

- All Class 1 (explosive) items; max. 72hrs. storage time at AMS.
- Shipments under Government Exemption

Unless approved by Martinair Special Cargo and Compliance via [scc@martinair.com](mailto:scc@martinair.com), the following items shall not be carried on Martinair operated airplanes and/or airplanes operated on behalf of Martinair:

- Salvage packaging
- Radioactive material with the exception of UN 2908, UN2909, UN 2910, UN 2911 and UN 3507
- Toxic gases of Division 2.3

Additional requirements for Dangerous Goods shipments

- Ensure Martinair's operator variations as filed in the current edition of IATA DGR are complied with.
- Substances with a Class 8 Corrosive primary or subsidiary risk shall be loaded on the main deck only.
- UN3090 lithium metal batteries (packing instruction 968) and UN3480 lithium ion batteries (packing instruction 965), packed in accordance with section IA, IB or section II are acceptable for carriage only in a ULD on the aft lower deck (max 160cm height).

#### **Dry Ice**

A maximum of 4000kgs is accepted per flight, on the main deck or distributed over main and lower decks, with a maximum of 1500 kg on the lower deck, irrespective of the loading position. Dry ice shall not be loaded in bulk compartment.

#### **Live animals**

- Poisonous animals, including poisonous reptiles, are not accepted for carriage.
- All shipments that contain rodents require prior approval from Special Cargo & Compliance (SCC) via [scc@martinair.com](mailto:scc@martinair.com). When an approval is granted, an authorization number shall be inserted in the cargo booking system.
- A shipment without approval shall under no circumstance be loaded on board of a Martinair operated flight.

#### **Military / Strategic goods**

All shipments that contain strategic goods, military goods, weapons and/or ammunition require prior approval from Special Cargo & Compliance (SCC) via [CustomerService.SPL@AFKLCargo.com](mailto:CustomerService.SPL@AFKLCargo.com). When an approval is granted, an authorization number shall be inserted in the cargo booking system.

Shipments that can be seen as military / strategic goods are:

- Weapons of war and ammunition of war; or parts thereof.
- Private weapons and ammunition; or parts thereof.
- Products which can be considered as being of a possible strategic -political nature.

A shipment without approval shall under no circumstance be loaded on board of a Martinair operated flight.

#### **Valuables and / or Art**

All shipments that contain valuables booked as VAL and/or high end art require prior approval from Special Cargo & Compliance (SCC) via [scc@martinair.com](mailto:scc@martinair.com). Manager SCC may set additional requirements, for example a security guard on en-route stations and/or a liability waiver. When an approval is granted, an authorization number shall be inserted in the cargo booking system.

A shipment without approval shall under no circumstance be loaded on board of a Martinair operated flight.

#### **Hunting trophies**

Hunting trophies, including personal objects and/or souvenirs, which are a product or part of animals are not accepted for carriage.