

LOCAL CONDITIONS ex Belgium FROM April 1st, 2024

The present “Local Conditions” apply to all sales of air cargo transportation departing from Belgium, 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 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.

Customer Service and booking platform contacts	
E-booking	myCargo, booking portals or direct connection (system-to-system)
Email address	CustomerService.BRU@AFKLCargo.com
Telephone number	+32 2 751 81 01
Email address Pharma	Pharma.BRU@AFKLCargo.com
Telephone number Pharma	+ 32 2 752 90 54

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.
- A free storage period of 72 hours before departure applies on all Export shipments when delivered Ready for Carriage (RFC) except temperature controlled shipments (COL/CRT/ERT), for these 24 hours free storage applies. Exceeding the free period can lead to storage costs, charges can be retrieved on myCargo. Shipments delivered not-RFC will be charged according to the Terminal Handling Charges of the GHA and by the GHA when applicable.
- 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 in MyCargo => Shipments => myShipments.
Shipments delivered unsecure are possibly subjected to deviating LAT-timings, available at the Carriers’ local Customer Service offices.

For Air France shipments direct delivery in CDG is mandatory for:

- Valuables
- Arms & ammunition (if accepted by AF)
- Human remains
- Live animals
- Radioactive material
- Big shipments which are subject to special licensed road-transport

An OK to forward reply by e-mail from destination is required before shipments may be delivered to CDG.

For KLM shipments direct delivery in AMS is mandatory for:

- Human remains
- Live animals
- Big shipments which are subject to special licensed road-transport
- Explosives

An OK to forward reply by e-mail from destination is required before shipments may be delivered to AMS.

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.BRU@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.

More information can be found on the Air France – KLM website: [AFKL Cargo - Compliance Compass](#)

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 our website [Legal Conditions](#).

Notwithstanding anything to the contrary in article 2.2 of the General Conditions of Sale, in the event of no show for bookings from 1 ton or 5 m3, if delivery is after the Scheduled Time of Departure or if the shipment is NOT cancelled by the Latest Acceptance time, 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 60m3

No Show fee	
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

5. OTHER 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.

- 1- 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>.

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