



sa express

we fly for you

South African Express Baggage Policy

Free Baggage Allowance

Area of application

- Piece Concept (PC) – applies worldwide except for fare origin when WC applies.

Only applicable for travellers from USA, Canada and Brazil in possession of one ticket coupon (an interlining ticket).

2 pieces with 23kg (50lb) each and maximum dimensions of 158cm (62inches); **Free carry on Items**

- In addition to the checked baggage allowance, each passenger may carry without additional charges hand baggage suitable for placement in the closed overhead rack or under the passenger's seat with maximum dimensions specified by carrier subject to space availability.
- Maximum dimensions for one piece 55x40x20cm (22x15x8inches), maximum weight 8kg (8lb), e.g. Brief case, board case, travel bag, attaché case. The size of one carry on item shall not exceed the overall dimensions of 115cm (45inches)
- or one foldable garment bag (max. dimensions 57x54x15cm / 22x21x6inches).

Weight Concept (WC) – applies worldwide except for fare origin when PC applies.

Checked Baggage

Maximum Weight per Piece and Passenger (Weight Concept)

Please note more than 32kg per piece is not accepted as excess baggage. If exceeding 32kg, the piece must be checked in as air cargo at specified air cargo rates.

Free Baggage Allowance Weight Concept

Adult 20kg

Child 20kg

Infant 10kg

- ❖ In the case of two infants travelling with one adult, the second infant pays a child fare, therefore allowing the second infant 20kg baggage allowance.
- ❖ Infants not entitled to a seat shall be permitted 10kg and one collapsible stroller.

Exceptions:

- ❖ Seaman : 30 kg
- ❖ Voyager
 - LIFE PLAT :30 kg
 - PLAT :30 kg
 - GOLD :20 kg
 - SILV :10 kg
 - PELT :30 kg
 - GELT :20 kg
 - SELT :10 kg

Unchecked Baggage

In addition to checked baggage allowance, each passenger may carry without additional charges one piece of hand luggage for suitable placement on the sky check trolley, subject to space availability. Maximum dimensions for one piece 52 X 40 X 23 cm, maximum weight 7kg. The size of one hand luggage shall not exceed the overall dimensions of 115cm.

In addition to one piece of hand luggage a passenger is also allowed carry on luggage.

The following are classified as carry on luggage:

- ❖ Handbag, pocket book or purse
- ❖ Overcoat, wrap or blanket
- ❖ Umbrella or walking stick
- ❖ Small camera and or binoculars
- ❖ Reading matter for flight
- ❖ Infant food for consumption during the flight
- ❖ Infant carry basket/carry cot
- ❖ Disabled passengers, if needed during the journey(will be carried free of charge even if it is carried in the aircraft hold):
 - 1 wheelchair (only in the aircraft hold)
 - 1 pair of crutches or braces
 - 1 small dialysis equipment. For self use of the passenger)only in aircraft hold)
 - 1 other orthopaedic device

- ❖ Braces or prosthetic devices (provided passenger is dependant on them)
- ❖ Portable PC (not to be activated without permission from crew)
- ❖ Mobile phone(not to be used during flight)
- ❖ Mobile phones are not permitted to be on flight mode.

Note:

- ❖ When for operational reasons there is no space in the cabin to accommodate carry-on items, such items may be carried in the hold of the aircraft. All valuable items must be removed and kept by the passenger.
- ❖ The above articles, other than wheelchairs and infant carrying baskets, must be limited to a size, which may be conveniently stowed in the aircraft's cupboard or pod or under the seat in front of the passenger.
- ❖ Persons with reduced mobility may carry free of charge one wheelchair and/or other assertive devices they are dependant on.
- ❖ The free baggage allowance only applies to weight and not piece concept flights.

Interlining

In case of SAA unilateral application of PC in opposition to IATA regulation, PC- charges apply only on SAA sectors/ other international carriers, for interlining on ongoing other airline sectors please check the free baggage allowance shown on the respective sector coupons. In case of through-check-in and excess, the applicable excess baggage charges have to be charged also if only require for parts of the journey. If excess baggage applies on a routing where no published excess baggage charge is available, the applicable charge applies in the direction of travel for SA sectors and for other airline sectors according to the transporting carrier's rules and charges.

When an interlining airline has an additional baggage allowance promotion, this promotion will not be honoured on SAX flights.

Excess Baggage Charges

Domestic Rates

ZAR26.00 plus ZAR4.00 (VAT) = Total ZAR30.00 per kg

International Rates

FQXJNBFBM/1

Baggage in excess of the checked baggage allowance charges apply at 1.5% per kg of the highest SA normal direct adult one way economy class fare.

- ❖ In effect on the date of issuance of the excess baggage ticket.
- ❖ In the direction of travel.

- ❖ From the point for which the checked baggage allowances is exceeded to the first point at which the baggage is collected.

Collection

All excess baggage must be assessed and charged for, prior to the boarding of the aircraft, to the passenger. Excess weight charges can also be paid for the entire journey to the final destination or to the next point of transfer or stopover. Excess baggage is not guaranteed and may only be accommodated on the next available flight, where applicable, even if the passenger already paid for the excess baggage.

Special Baggage Charges

AVIH – Animal in Hold

AVIH is not to be included in the free baggage allowance. The animal shall be carried in a container that meets the specification of “IATA live animals regulations”. Suitable containers maybe purchased from selected pet shops.

- ❖ Normal excess rates will apply for all containers including the animal.
- ❖ Accompanied pets and container shall not be included in the free baggage allowance and the normal excess baggage rates apply.
No pets allowed in cabin.

Crate Dimensions Weight

Crate	Dimensions	Weight
No 1	60 x 45 x 40 cm	4 kg
No 2	80 x 55 x 55 cm	6 kg
No 3	100 x 65 x 70 cm	13 kg
No 4	125 x 75 x 85 cm	22 kg

Exceptions

SA Express may accept for transportation in the aircraft cabin without charge:

- ❖ A dog trained to lead the blind when it accompanies a passenger with impaired vision dependent upon such a dog.
- ❖ A dog trained to assist the deaf when it accompanies a passenger with impaired hearing dependant upon such dog, provided that such passenger’s impaired hearing shall be evidenced by a medical certificate.

The dog when properly harnessed may be permitted to accompany such a passenger into the aircraft cabin but shall not be permitted to occupy a seat.

Wheelchairs

No excess baggage charges to be raised for the carriage of the following items:

- ❖ Non-collapsible wheelchairs and power driven wheelchairs may be accepted provided the passenger is dependent on it.

Sporting Equipment

Sportsmen or women travelling individually or in groups will be permitted to include their sporting equipment in the free baggage allowance applicable to the class in which they will travel. The airline will not accept liability for damage to such articles if they are not suitably packed. Sporting equipment in excess of the applicable free baggage allowance will be charged in accordance with the current baggage policy.

Sporting equipment can be classified as follows:

- ❖ Scuba diving equipment. Diving cylinders must be empty and hung upside down with the valve open for 24 hours prior to departure.
- ❖ Hiking equipment.
- ❖ Hunting equipment / trophies.
- ❖ Golfing equipment. (Restricted to 1 Golf Bag per passenger on SAX Flights not weighing more than 15 kg).
- ❖ Bicycle. (Restricted to one Bicycle on SAX Flights)
- ❖ Angling equipment. Must be packed in protective cylinders not exceeding 2m in length.

Exception

SAX permits 1 golf bag free of charge provided it does not exceed 15 kg's

General Baggage Conditions

Free Baggage Allowance

A passenger may carry some baggage free of charge, subject to the conditions and limitations that are mentioned in the ticket and according to the terms of SAX. The weight of each piece of baggage may not exceed 32 kg.

Excess Baggage

In case of baggage in excess of the free allowance a passenger has to pay the charges as published by SAX

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Checked Baggage

Checked baggage means baggage of which the carrier takes custody and for which the carrier has issued a baggage tag. The checked baggage gets loaded in the aircraft hold. This baggage is accepted at the check-in counter and is delivered to the passenger at the baggage claim upon arrival.

Checked baggage usually follows the same itinerary as the passenger, provided the passenger is through-ticketed between carriers which participate in an interline agreement. In these circumstances checked baggage will be automatically transferred from one carrier's flight to another. Exceptions to this occur when baggage must be cleared through customs formalities at the transfer station. Usually in such cases, the baggage will be claimed by the passenger for inspection and then given back to the carrier or its handling agent for the continuation of the journey.

Hand luggage handed in to be loaded on the sky check trolley, will be tagged by the airline and all valuable items must be removed from this baggage.

NOTE:

Passengers that arrive at an outstation and a passenger produces a baggage tag that shows that the bag was only tagged to JNB, SAX will not take responsibility for the bag. SAX could open up a missing file and update the file to state that the file is a courtesy; that the passenger should collect the bag at the airport once it arrives. SAX will NOT deliver the bag in cases such as these. SAX also needs to stress that we're NOT responsible as the bag was never checked in with SAX. Previously, SAX would retag the bags at interline. But it was found that in some instances the bags were not located. This result in the passenger having the new receipt SAX gave him and the old tag is still on the bag. The missing file gets opened with the new tag number and passenger and bag never gets reconciled. Interline staff will not retag bags. SAX gives the passenger the option to clear immigration and customs collect their bags at arrivals and have it rechecked at check-in on the outside.

Should the passenger not have proper documents to enter the country we send the passenger back to the airline involved and ensure that the airline find the bag/s, retag the bag/s before we update the system to advise that the passenger checked baggage in with SAX. Alternatively we revert back to the before mentioned.

It is also very important for the agents to update the missing file with BR and stress that the passenger was to pick his/her bag up in JNB but neglected to do so.

The passenger shall not include the following items in his/her checked baggage, and SAX will assume no liability for loss or damage and may refuse to carry as checked baggage or shy check:

- ❖ Fragile articles;
- ❖ Perishable articles;
- ❖ Valuable items such as:
- ❖ Cameras and accessories;
- ❖ Computers and accessories (notebooks and notepads);
- ❖ Mobile phones;
- ❖ Legal and/or company documents;
- ❖ Legal tender (cash cards or cheques);
- ❖ Bullion (gold, silver etc);
- ❖ Leather jackets and clothing; or
- ❖ All types of jewellery.
- ❖ Money

Carry-on Baggage (Unchecked Baggage)

Passenger carry-on baggage is limited to ONE piece not exceeding certain size and weight restrictions which enable it to be safely stowed wither under the seat in front of the passenger or in an overhead bin, locker or compartment. If baggage cannot be stored by this means or is of excessive weight or is considered unsafe for any reason, it must be checked as checked baggage/ sky check in the aircraft hold. Carry-on baggage is usually included when calculating a passenger's actual free baggage allowance.

SAX Accepts:

- ❖ 1 Piece of hand luggage to be loaded in the sky check trolley.
- ❖ Maximum dimension for one piece 52x40x23cm, max weight 7kg. The size of one carry on item shall not exceed the overall size of 115 cm.

Items not to be included in unchecked baggage (carry on luggage):

The following list (aligned with ICAO and IATA recommended practice) is provided as a guideline of what items are not to be allowed in the cabin of SAX aircraft. Items indicated on this list, except hunting rifles, shotguns and ammunition, may however be carried in the checked baggage of passengers. This does not include the obvious items considered as harmful items i.e. knives, firearms, explosives, grenades, etc.

Axes and Hatchets

Ammunition

Baseball Bats

Blackjacks

Bows and Arrows

Box Cutters

Brass Knuckles

Corkscrews

Cricket Bats

Crow Bars

Disabling Chemicals or Gases

Electronic Cigarette

Fire Extinguishers

Flare Pistols

Golf Clubs

Hammers

Hockey Sticks

Hunting Knives

Ice Axe / Ice Pick

Large Heavy Tools (Wrenches, Pliers etc.)

Martial Arts Devices

Metal Scissors with Pointed tips

Pepper Spray

Pool Cues

Portable Power Drills

Razor Blades (not in cartridge)

Religious Knives

Screw Drivers

Ski Poles

Spear Guns

Stun Guns / Shocking Devices

Swords

Tear Gas

Throwing Stars

Toy Weapons

NOTE:

Manicure sets, including small scissors and metal nail files are permitted.

Certain items not listed as Prohibited items which may be carried on a person or in cabin baggage for medical or other use, such as syringes and hypodermically needles should be declared the airline check-in agent or checkpoint security staff. The airline will accept this carriage of these items in the cabin of the aircraft only if such items are accompanied by clearly labelled medication such as insulin or other life saving medicines. Unlabeled or unidentified substances accompanied with syringes, or packs of needles not accompanied by the above may be denied for carriage on a person or within cabin baggage. Passengers carrying these items, not requiring access to such items during flight are encouraged to rather pack these within their checked baggage. When such items are considered as unjustified or non essential, security staff may confiscate such items if a passenger fails to provide sufficient reason and/or medical evidence to carry such items.

Further restrictions on items allowed in sterile areas of airports, may be imposed or may differ from country to country, dependant on the Policy of the Local Authorities.

Portable Electronic Devices (PEDS). To minimize the risk of PED's interfering with the aircraft systems, the carrier must ensure that passengers are adequately briefed on the potential dangers of using PEDs onboard aircrafts. Certain PEDs may only be used during the cruise phase of the flight with permission of the Captain, who has the final authority regarding such usage include. ***These include:***

- ❖ Laptop computers outside critical stages of flight with permission of the Captain (associated printers and CD ROM equipment may not be used);
- ❖ Hand-held calculators and electronic games; and
- ❖ Audio tape players and recorders.
- ❖ Portable play stations.

The following equipment may be used onboard the aircraft without restriction:

- ❖ Heart pacemakers;
- ❖ Hearing aids;
- ❖ Clocks, watches and timers; and
- ❖ Medical equipment approved for use in an aircraft.
- ❖ CD players and CD-ROM devices (when seat belt sign is off)

The following equipment is prohibited from use on board an aircraft at all times:

- ❖ AM / FM / TV transmitters and/or receivers;
- ❖ Walkie Talkies;
- ❖ Remote controlled toys;
- ❖ Scanners;
- ❖ Citizen band transceivers;
- ❖ Cordless microphones;
- ❖ Satellite receivers;
- ❖ Portable video equipment;
- ❖ Electric power converters;
- ❖ Electronic Cigarette
- ❖ Computer printers;
- ❖ Laser pointers; and
- ❖ Dangerous Goods

Items that may not be carried onboard an aircraft (checked or unchecked baggage):

- ❖ Explosive munitions, fireworks, toy gun caps and flares.
- ❖ Gases. Flammable, non-flammable, deeply refrigerated aerosols, gas cylinders, lighter and butane gas hairbrush refills and liquid nitrogen.
- ❖ Flammable Liquids and Solids. Paints, thinners, solvents and firelighters. Passengers carrying charcoal as part of their baggage are also likely to carry firelighters and matches which are easily ignited.
- ❖ Magnetized materials, such as a compass.
- ❖ Teargas, such as self-protection mace canisters.
- ❖ Substances liable to spontaneous combustion and substances which on contact with water emit flammable gases.
- ❖ Oxidizing substances (such as bleaching powder and peroxides).

- ❖ Poisonous (toxic) and infectious substances.
- ❖ Electronic nebuliser
- ❖ Radioactive materials.
- ❖ Corrosives (such as mercury, acids, alkalis and wet cell batteries).
- ❖ Hair curlers containing hydrocarbon gas. No more than one per passenger or crew member, provided that the safety cover is securely fitted over the heating element. These hair curlers must not be used on board the aircraft at any time. Gas refills for such curlers are not permitted in checked or carry-on baggage.
- ❖ Magnetized materials and miscellaneous dangerous goods as listed in the *IATA Dangerous Goods Regulations*.

Items that may be carried onboard an aircraft:

- ❖ Medicinal and toilet articles. In small quantities and should not exceed 2kg or 2 litres. Each single article should not exceed 0.5kg or 0.5 litres. This includes such items as hairsprays, perfumes and medicines containing alcohol.
- ❖ Alcoholic beverages. The maximum quantity of alcoholic beverages may not exceed 5 litres and may not exceed 70% alcohol volume.
- ❖ Carbon dioxide gas cylinders. For operation of mechanical limbs. Spare cylinders also permitted.
- ❖ Dry ice. A maximum of 2.5kg dry ice may be carried provided it is well ventilated to allow the escape of carbon dioxide gas.
- ❖ Medical / Clinical thermometer. For personal use only and must be in the protective case.
- ❖ Two small non-flammable gas cylinders. Fitted into a self-inflating life jacket plus two spare cartridges.
- ❖ With the approval of the carrier as checked baggage only, small arms ammunition for sporting purposes, in quantities not exceeding 5kg per passenger for personal use, excluding ammunition with explosives or incendiary projectiles, both of which are totally prohibited for carriage by air.

For carriage of quantities in excess of 5kg, check with the carrier.

- ❖ Cardiac pacemakers containing radioactive material such as plutonium batteries, when surgically implanted in medical patients.

Items that may only be carried in the Cabin of a Passenger Aircraft

- ❖ Pacemakers. Passengers with surgically implanted cardiac pacemakers powered by lithium batteries may travel onboard without restriction.
- ❖ Matches or a lighter. Only enough for personal use and must be carried on the person.
- ❖ Underwater torches or soldering iron. The heating element or the batteries must be removed. Battery must be packaged separately and protected against short circuit.
- ❖ Mercurial barometer. Carried by a weather bureau official. Must be securely packed in leak-proof and puncture-resistant packing.

Items that may only be carried in the Hold of a Passenger Aircraft

- ❖ Ammunition. Cartridges in quantities not exceeding 5 kg per passenger for sporting purposes provided it is securely boxed.
- ❖ Aqualung air cylinders. Only empty cylinders used for water diving will be accepted.

- ❖ Battery operated wheelchairs wet and dry cell. Wheelchairs can be carried in the hold of all aircraft. Must be packaged according to IATA dangerous goods regulations.
- ❖ A maximum weight of 5kg of ammunition may be transported. As of 09 January 2009, hunting rifles and shotguns may be transported on any SAX aircraft **except flights to George. (No handguns)**
- ❖ Rifles and shotguns will not be accepted as checked baggage, unless approved by SAX. Rifles must be unloaded with the safety catch on and suitably packed and accompanied by all documents legally required by the countries of departure, destination and any stopovers. Carriage of ammunition is subject to ICAO and IATA regulations. Firearms and ammunition will never be carried in the cabin or cockpit of the aircraft.

Items that are Forbidden on Passenger and Cargo Aircraft

- ❖ Any article or substance which, is presented for transportation, it has the potential to explode, dangerously react, produce a flame or dangerous evolution of heat or dangerous emission of toxic, corrosive or flammable gases or vapours under conditions normally encountered in transport must not be carried on aircraft under any circumstance.
- ❖ Security equipment such as attaché cases, cash boxes and cash bags incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, are totally forbidden.
- ❖ Disabling devices. Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance is prohibited on the person, in checked baggage and cabin baggage.
- ❖ Firearms and Ammunition (Subject to arrangement with SAX prior to departure)
- ❖ South African Laws prohibits the carriage of firearms and ammunition in checked or cabin baggage of a passenger, these firearms and ammunition must be produced to security staff for the correct handling.
- ❖ Weapons such as, for example, antique firearms, swords, knives, toy or replica guns, bows and arrows and similar items may be accepted as checked baggage only at SAX discretion, subject to prior approval by us, but will not be permitted in the cabin or cockpit of the aircraft.
- ❖ Liquid oxygen devices.

Pets and Seeing-Eye/Hearing and other Service Dogs

- ❖ For live animals (PETC) special arrangements with carrier and transportation in a container are required. Excess baggage rates are charged, whereby the total weight of the animal and container is counted and any unused part of the passenger's own free allowance may not be taken into consideration.
- ❖ Transportation of PETC (dogs or cats) in the passenger cabin is NOT permitted by SA.
- ❖ All animals must be carried as AVIH or cargo in accordance with the IATA Live Animals Regulations.
- ❖ Seeing eye dogs accompanying blind passengers, dogs trained to assist deaf passengers or comparable service dogs are carried free of charge and may be accepted in the cabin, prior to arrangements made with the carrier.
- ❖ Carriage of dogs, cats and other pets is subject to Carrier's approval. It is contingent on the fact that the animals are properly crated and accompanied by valid health and vaccination certificates, entry permits, and other documents require by countries of

entry or transit. SAX reserves the right to determine the manner of carriage and to limit the number of animals that may be carried on a flight.

- ❖ “Seeing-Eye” and service dogs, together with containers and food will be carried free of charge in addition to the normal free baggage allowance. A medical certificate must evidence the passenger’s dependence upon a hearing and other service dog.
- ❖ Acceptance for carriage of pets or “Seeing-Eye” dogs or other service dogs is subject to the conditions that passenger assumes full responsibility for such pet where carriage is not subject to the liability rules of the Convention.
- ❖ No infected animals can be allowed to be transported unless exemption is sought from the State’s concerned.
- ❖ SAX will have no liability in respect of any such animal not having all the necessary documents for entry into or passage through any country unless such damage has been caused by carrier’s gross negligence or wilful misconduct. The passenger is liable for all damages which a pet might cause to others.

If any doubt with dangerous goods the IATA dangerous goods manual must be consulted and if the matter is still unclear the item/s may not be transported until such a time the matter is resolved.