




BAGGAGE POLICY

Applies to : **KENYA AIRWAYS OPERATED FLIGHTS**
 Effective date : **16th March 2023**
 Issued By : **Commercial Department + Ground Services**

1. Cabin Baggage allowance

TABLE 1.1

Routes Cabin	Free Allowance		Personal Accessories
	All Routes	Embraer 145	
BUSINESS	2 PC (max L55xW25xH35cm each) + 1 accessory  ----- Total weight Max 18kgs/39lbs		The items below, max dimensions L40xW15xH30cms - Handbag - Backpack - Briefcase - Camera - Laptop - 1 duty free shopping bag per pax
ECONOMY	1PC (max L55xW25xH35cm each) + 1 Accessory  ----- Total weight Max 12kgs/26lbs	1PC (max L40xW15xH30 cm each)  ----- Total weight Max 8kgs/17lbs	

All cabin baggage shall have an “approved KQ cabin luggage” Label attached as conformance to cabin baggage standards.

When travelling on onward flights in different classes of transport, the cabin baggage allowance of the less restrictive class applies for the whole journey.

NOTE:

Infants (<2years) NOT occupying a seat shall be allowed 1pc of cabin baggage MAX 12kgs (26lbs) and MAX dimensions L55 x W25 x H35cm (22 x 10 x 14 inch.)











For infants and small children who are seated on a passenger seat and need to be secured with an approved device for their comfort on board i.e. Car seat; the car seat used on board may be accepted on top of the normal free cabin baggage allowance. At the time of reservations the accompanying person shall be informed that he/she is responsible for the installation of the car seat on board in compliance with the safety and installation instructions of the manufacturer. Ref to PHM 6.9.4

- Some Airport Authorities or airlines may impose further restrictions for cabin baggage amount, size and/or weight. In such cases allowable piece shall be checked-in free of charge, provided the size and weight are within the cabin baggage allowance weight. If not, normal excess baggage charges apply.**
- Acceptance conditions on a narrow body aircraft are like the general acceptance conditions of the cabin baggage. However, the handling process may be different depending on the number of passengers checked in.**

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2. Free checked baggage allowance

TABLE 2.1

ROUTING to<->from	BUSINESS	ECONOMY
AFRICA <-> America/Europe	2PC 32kg max each 	2PC 23kg max each 
AFRICA <-> Middle East/Asia (incl BKK-CAN vv)	2PC 32kg max each 	2PC 23kg max each 
AFRICA<-> AFRICA	2PC 32kg max each 	2PC 23kg max each 
DOMESTIC KENYA	1PC 32kg max each 	1PC 23kg max each 
FREQUENT FLYER PASSENGERS		
SkyTeam Elite Plus & Elite (All routes)	+ 01 PC EXTRA 32kg max each 	+ 01 PC EXTRA 23kg max 

- For ease of handling, the maximum weight of each piece of baggage shall not exceed 32kgs (70 lbs.) and total dimensions shall not exceed 158cm (62 inches) (L+W+H)

Routes Information:

REFERENCE TABLE	
Domestic Kenya	Kisumu, Malindi and Mombasa
Africa	All Africa routes
Middle East and Asia	UAE Rest of Middle East
Asia	India, China, Thailand and Rest of Asia
Europe	Netherlands, France, United Kingdom, Italy, Switzerland and Rest of Europe
Americas	Unites States of America and Rest of Americas
*5th Freedom sectors	Flights that carry passengers to and from any point without connecting through the hub e.g. Accra<->Monrovia, Abidjan<->Dakar

- As a mandatory standard, each piece of checked in baggage shall have a name label that bears the passenger's name, physical address and phone number on the outside and on the inside. Advise passengers that the name should be the same as the one mentioned on the ticket. An email address is also recommended.
- All *Skyteam Elite/Elite Plus can bring 1 extra item of checked in baggage of the same dimension and weight applied to the above table. This will also apply for guests' itineraries that involved flights operated by SkyTeam Alliance Airlines.

* The details of the Skyteam Elite and Elite plus members included in Appendix 1.

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NOTE:

- a. Exceptions: under special conditions or authorization **non-normal item, motorized wheelchairs, special sporting equipment** maybe accepted as checked baggage with **exceeding weight of 32Kgs.**
- b. **For bags originating from DXB, BOM, BKK and CAN the total dimensions shall not exceed 180cms (71 inches) for each bag.**

- i. In addition to free cabin baggage allowance, an infant is entitled to 01 collapsible stroller plus 01 car-seat free of charge.
- ii. Incapacitated passengers may carry one wheelchair or mobility device free of charge. For general acceptance and handling of the different types of wheelchairs, refer to PHM 7.5.8
- iii. Table 2.1 shows the Kenya Airways policy for free baggage allowance. The actual free allowance of the passenger may differ if code share or interline traffic is involved. In these cases, the allowance is automatically calculated in conformance with IATA Resolution 302. For more information refer to PHM 7.3.1
- iv. Always apply the free checked baggage allowance as stated in the Departure Control System (DCS) or on the e-ticket.

3. Interline and Code Share Allowance and Charging Policy

Since IATA Resolution 302 determines the Most Significant Carrier (MSC) whose baggage allowance is to be applied when carriers involved in interline journeys or journeys with code share agreement apply different allowances:

- Grant the free baggage allowance shown on the ticket, the trip summary or in the check-in system (DCS) for interline or code share flights whichever is accurate.
- Baggage rules apply for the *most significant marketing carrier*; however, for flights originating or terminating to the US/CANADA, the rules for the *first marketing carrier* to the journey apply.
- Apply the excess baggage charges through to the destination.
- Always check if the passenger has already paid for all extra checked in baggage until the destination.

4. Excess Baggage Charges

TABLE 4.1

EXTRA BAG CHARGES - UPTO 23KGS				
Within 24hrs to Departure and Airport Prices				
ROUTING	Domestic Kenya	Africa	Middle East / Asia	America / Europe
Domestic Kenya	25 50	100	225	200
Africa	100	100	225	200
Middle East	225	225	225	225
America / Europe	200	200	200	200
Asia	275	325	325	325

Africa 5th Freedom sectors	50
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EXTRA BAG CHARGES - UPTO 23Kgs- Advance Purchase i.e. Pre-Sale price greater than 24hrs to departure				
ROUTING	Domestic Kenya	Africa	Middle East / Asia	America / Europe
Domestic Kenya	20 40	80	180	160
Africa	80	80	180	160
Middle East	180	180	180	180
America / Europe	160	160	160	160
Asia	No Advance Purchase			

Africa 5th Freedom sectors	40
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***5th Freedom sectors** - Flights that carry passengers to and from any point without connecting through the hub e.g. Accra<->Monrovia, Abidjan<->Dakar

NOTE:

- Chargeable special baggage will not be accepted as a free allowable piece including for frequent flyers.
- All baggage above 32kgs to be transported as cargo.
- Motorized wheelchair is part of normal free baggage allowance.

Values and Currencies

- All charges in USD except sales from Europe
- All charges from Europe will be in EUR/GBP/CHF; Canada will be in CAD
- The USD rate shall be used for conversion in all other currencies of trade.

Baggage subject to excess baggage charges

- All checked-in baggage exceeding free baggage allowances.
- Carriage of special baggage on extra seat/s.

Heavy bag:

This includes any baggage above 23kgs up to 32kgs. The baggage charges are applied for heavy bag regardless of whether this bag is in the free allowance or in excess.
Excluded from this is a business class guest with 32kgs as their allowable baggage weight.

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Heavy bag will only be purchased at the airport of departure. Heavy bag charges are as per the below:

HEAVY BAG CHARGES - More than 23kgs to 32kgs Airport Prices

ROUTES	NBO HUB	ALL POINTS
AMERICAS/EUROPE	75	100
ASIA	50	100
MIDDLE EAST	50	75
AFRICA	50	60
DOMESTIC KENYA	25	25
5th Freedom sectors		50

**5th Freedom sectors - Flights that carry passengers to and from any point without connecting through the hub e.g. Accra<->Monrovia, Abidjan<->Dakar*

***NOTE:**

- Heavy bag fees apply as follows:**
 - For Baggage Allowance:** the prices apply as above (per piece)
 - For Excess bag:** the price computation will constitute (Excess bag charge + Heavy Bag charge)
- Guests arriving from wide-body aircraft and connecting narrow body aircraft may not travel with some of their excess baggage due to weight and space restrictions.**
- There is no guarantee of the number of bags that will be uplifted. Number of bags uplifted is subject to available space.**
- Passengers travelling on widebody aircraft (B787) may carry a maximum of 5 additional pieces per passenger which excludes their free allowance. Passengers travelling on narrow body aircraft (B737, E90) may carry a maximum of 5 pieces per passenger which includes their free allowance. If exceeding, advance arrangement with KQ must be made prior to departure.**

Specifications:

- Wide body aircraft – B787-8**
- Narrow body aircraft- B737, E190**

Excess Baggage Segregation

At Nairobi Hub, the Baggage Team shall ensure on trader routes, baggage uplift is prioritized. The team shall ensure:

- Free Allowance baggage which has a higher priority than excess baggage is uplifted first including items such as wheelchairs or mobility devices.**
- Loading of excess baggage shall be after completion of loading of free allowance bags.**
- Excess baggage is “subject to space” availability.**

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5. Pooling of Allowance

- **Pooling of excess bags is allowed for families or a group or party travelling to a common destination e.g. sportsmen, affinity groups etc.**
- **The families or group or party shall be travelling together and check-in their baggage to the same destination on the same flight(s) at the same time.**
- **Each individual passenger shall always check-in their individual bags and be given their own individual bag "claim" tag.**
- **For security reasons, only families can register their checked baggage in one check-in record.**
- **For groups, during check-in, each passenger in the group will check-in their baggage individually but the total allowance for the group applies.**

Excess charges apply if:

- Each piece checked in exceeds the free weight allowance or piece/s allowed for all the family members, group or party.**

Note: "Pooling" consist of pooling the number of bags but not the weight per piece. For example, if Free Baggage Allowance = 2PC of 23 kg each, the guest cannot come with 1 bag of 18 kg and another of 26 kg.

- Bicycle, Scuba Tank and Surfboard can be part of free baggage allowance. If a guest has 2 suitcases and one golf bag, then the guest will be charged for extra luggage on either the bicycle (sports equipment) or for the extra bag.**

6. Extra Seat for Cabin Baggage, cargo, mail (CBBG) or Passenger Comfort (EXST)

Extra seat(s) can be booked for passenger's comfort (e.g. leg rest, etc.) or for stowage of cabin baggage (e.g. valuables, diplomatic pouch, fragile items, musical instruments, paintings etc.)

Baggage Allowance for an Extra seat purchased.

Acceptance Conditions

- Extra seat(s) shall be requested and paid for in advance. Approval is needed from Revenue Management.**
- The normal applicable free checked baggage allowance applies for every extra seat booked (EXST). For example, 1 passenger books 2 extra M-Class seats for comfort. The total checked baggage allowance for this passenger will be 3 x applicable free baggage allowance.**
- If a seat is used to place items on (CBBG), these items may not weigh more than 46 kg per seat.**
- The weight placed on a seat, shall not be deducted from the total free checked baggage allowance. Items placed on a seat should be adequately packed to prevent damage.**
- Trunks and crates are not allowed as CBBG.**
- Items must be stored on a seat and be properly secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal**

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- anticipated flight and ground conditions.**
- vii. **The item shall be adequately packaged or covered in a manner to avoid possible injury to passengers and cabin crew members.**
 - viii. **Extra seats for stowage of items shall not be issued on the emergency exit row.**
 - ix. **The items carried on the extra seat shall not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin.**
 - x. **The items stowed shall not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.**
 - xi. **Items may not cause disturbance to other passengers.**
 - xii. **Both passenger and CBBG shall be booked in the same class of travel.**

The items shall be limited to the sizes stipulated below:

Aircraft Type	Maximum Allowable size of items stowed on Extra Seat
B787	48X73X40 (width x height x side length) cms
B737 Series	48X60X40 (width x height x side length) cms
E190	43X60X40 (width x height x side length) cms

NOTE:

- **When an extra seat is purchased to transport baggage in cabin, CBBG, the standard baggage allowance applies for every extra seat purchased.**
- **When an extra seat is purchased for comfort, EXST the standard baggage allowance applies for every extra seat purchased.**

7. Accompanied Company Material (COML)

- i. **All movement of accompanied company materials to/from outstations shall be approved and consented by controlling manager.**
- ii. **All requests for authorizing excess COML as accompanied baggage shall be forwarded to the controlling Manager**
- iii. **The station teams shall ask for copies of consent.**
- iv. **The approval shall be appended on the PNR "SR OTHS KQ – COML 30KGS" of the staff accompanying the company materials.**

8. Special Baggage Handling

General

- i. **Special baggage is all baggage that, because of its nature, size, or weight, may be accepted only under certain conditions.**
- ii. **For acceptance of special baggage, the conditions of carriage apply.**
- iii. **For some types of special baggage reservations should be made or Kenya Airways may refuse acceptance if deemed necessary.**
- iv. **If accepted, baggage shall be packed by the passenger in such a way that the item and/or its**

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contents are sufficiently protected to endure ordinary handling.

- v. **Odd size baggage cannot always be accepted. Acceptance depends on the capacity of the aircraft operating on the passenger's routing. If the baggage cannot be accommodated on one of the aircraft, it cannot be accepted for the whole route. The reply to the SSR shall then be UN, in this case the sale agents should inform the passenger immediately.**
- vi. **When a passenger presents special baggage for check-in, the Customer Service Agent shall check the PNR of the passenger to verify whether transportation has been granted.**
- vii. **If the special clearance is missing in the customer records, the station shall decide to accept it for transport, provided KQ procedures are strictly adhered to.**

A. Bulky Baggage

- i. **For any baggage whose dimensions are larger than 300cm (Length+Width+height) or heavier than 32kgs, authorization shall be given prior to travel by the commercial team. Lower limitation may apply to sports equipment.**
- ii. **Authorization will appear in the PNR with bulky baggage comment. If the baggage exceeds 32kgs or 300cms a "SR OTHS KQ -bulky XBAG transportation" message specifying the type and the dimensions are sent to the station.**
- iii. **There is no weight limitation for wheelchair and mobility device however a comment must be given on the PNR to enable plan for the right aircraft and ground handling process.**

B. Fragile Baggage, Perishable Items and Valuable items included in checked Baggage

Acceptance Criteria

- i. **Kenya Airways accepts no liability for fragile baggage, baggage with fragile contents, perishable items e.g. food, meat, flowers etc. and Valuables. This information should be given to the passenger before acceptance of such items.**
- ii. **For fragile baggage the item shall be packed properly (original sealed box or suitable case) in order to endure normal handling. Mark "fragile" on the limited release part of the bag and a fragile sticker is affix on to the bag.**
- iii. **Where perishable items require controlled temperature or specialized handling, passengers should be advised to transport as cargo.**
- iv. **The passenger is responsible for ensuring the conformity of the health documents required for the trip and for hermetically packing in order to prevent any leaks, drips or odor.**
- v. **Baggage shall be packed in such a way that it should endure normal handling.**
- vi. **Items that, because of their nature, could cause damage to other passenger's baggage (e.g. Spillable liquid) shall not be accepted for check-in.**

C. Medicines

Kenya Airways has no restrictions on the carriage of medicines except when the medicine is classified as Dangerous Goods such as:

- **An inflammable liquid**
- **Toxic, infectious or radioactive material**
- **A gas**

In case of doubt of the nature of the medicine contact: Doctors.KQ@kenya-airways.com

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D. Security Removed Items

These are items taken at a security check point from a guest or from his/her hand baggage because they are not allowed to be carried at all as these items are classified as weapons or Dangerous Goods.

- i. Some items can only be accepted as checked baggage (sharp, pointed, blunt objects, tools or any toys imitating one of these items).
- ii. This information is available at any check-in touch point; therefore, once a guest declares, request the guest to include the item in his check-in baggage.
- iii. At security control any forbidden object detected is confiscated from the guest and disposed of.

E. Arms and Ammunition: Refer to the current Corporate Security Program (CSP)

a. Acceptance Criteria

- i. Arms and Ammunition are not allowed as cabin baggage unless authorized by the Head of Safety, Security and Quality, Refer to the current CSP5.8.
- ii. It is not allowed to hold firearms and/or other sorts of arms like daggers, flick knives and other offensive articles in the cabin, except those carried by authorized personnel as per procedures documented in the CSP.
- iii. Therefore, passengers should be advised at check-in not to carry any offensive articles neither on one's person nor in hand baggage, but to pack these items as advised, for check-in purposes.
- iv. Arms and ammunition (for sporting purposes, law Enforcement officers, authorized persons) may only be accepted as checked baggage when the passenger is in possession of the necessary export, transit and import permits.
- v. The Passenger is responsible for obtaining all required permits and documentation.
- vi. IATA Dangerous Goods Regulations apply.

Note: The customer Service Agent shall contact security personnel or Station Manager for handling procedures. The local security procedures at the Departure and arrival stations shall be adhered to.

b. Reservations

- i. Carriage of Arms and ammunition shall be made in advance
- ii. Handling charges shall be levied through an EMD.
- iii. SSR code WEAP shall be input during Reservation and a chargeable SR WEAP
- iv. In case of interline travel; the approval of all carriers participating in the transportation is needed.

c. Packing

- i. Firearms shall be packed in a cover case.
- ii. A maximum of FOUR sporting guns per passenger, if dismantled and properly packed, is allowed.
- iii. Ammunition shall be securely boxed in quantities not exceeding 5 kgs gross weight per passenger, for personal use, excluding ammunition with explosive or incendiary projectiles.
- iv. Allowances for more than one passenger shall not be combined into one or more packages
- v. A total of 5 packages of ammunitions not exceeding 25kgs are allowed as checked

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in baggage per aircraft unless a risk assessment is done and authority given by the Director, Safety, Security and Quality to authorize more than 5 packages.

- vi. It is not allowed to transport arms and ammunitions in the passengers checked baggage together with personal belongings.
- vii. Arms accepted as checked baggage in the hold shall be:
 - a. Unloaded and/or
 - b. Separated from the ammunition (both can be transported in the same baggage)
- viii. Only ammunition for hunting, sport or service guns may be accepted.
- ix. With the express authority of the Director Corporate Quality, Safety and security, firearms may be carried on board an aircraft (in the cabin) by Law enforcement officers and other authorized persons acting in performance of their duty

NOTE: SR WEAP shall be input during reservation or check-in

d. Costing

- i. A fixed charge for Firearms as a handling Fee shall apply.
- ii. Once the local procedures have been adhered to, the Security officer in the station or Station Manager shall confirm it has been paid for prior handling as per CSP 5.8 e.

Required Information:

- i. For transportation of Arms and Ammunitions SSR "WEAP" comment appears in the PNR.
- ii. The entry shall be entered in the DCS at Check-in "SR WEAP"
- iii. Captains are informed of the presence of Arms and Ammunitions through the Form available in the CSP Appendix 8 (Firearm Notification Form).
- iv. An information message shall be sent to the destination and transfer station if applicable about the transportation of Arms and/or Ammunition by the security officer or persons charged with the responsibility at an outstation.

ROUTING	DOMESTIC	ALL POINTS
DOMESTIC	25	50
ALL POINTS	50	50

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F. Helium Balloons

Although Helium is not considered as Dangerous Goods, the transportation of balloons filled up with

Helium is forbidden because they can explode onboard.

G. Human Remains and Ashes of a Deceased Person

1. Human Remains

- i. **Human Remains shall be handled as Cargo.**
- ii. **Upon request, the escort may need assistance in being smoothly re-united with the deceased relative.**

2. Reservations

- i. **When reservation for the escort is made, it is essential to use SSR code: MAAS followed by "ESCORT HUMAN REMAINS"**
- ii. **The above ensures mentioning on the PSM to provide assistance on the ground, as well as information on the PIL/OBL enabling the crew to give the escort extra attention.**

3. Ashes of a deceased person

- i. **Guests may carry ashes of a deceased person to the cabin.**
- ii. **The ashes shall be carried in a sealed urn.**
- iii. **The urn shall fit under the seat or the overhead bin. It is not permitted to place the urn on a seat or in the direct view of other passengers.**
- iv. **To avoid any request by the airport security agent to open the urn, the guest must hold the death certificate and/ or crematorium certificate.**
- v. **The guest shall have checked prior to travel if transit and or final destinations require "authorization for transportation certificate".**
- vi. **A comment "SR OTHS KQ- Accompanied by Ashes of deceased person" shall be appended on the PNR of accompanying guest**

H. Live Animals

- i. **Live animals will not be accepted as checked-in Animal in Hold (AVIH) or Pet in Cabin (PETC) on Kenya Airways flights.**
- ii. **Live animals shall be consigned as cargo only. Refer to CHM**

Exception: Guide Dog or a Service Dog

A guide dog or a service dog shall be accepted in the cabin if it's providing assistance to a guest with reduced mobility i.e. Blind passenger, a person with mental or psychiatric disorder. The dog is certified and individually trained to provide assistance to a person with a disability.

Dogs travelling as Emotional Support Animals "ESAN" must comply with all acceptance rules including all required health and Import documentation including a letter from certified doctor.

For more information on health and import documents need to transport a service or guide dog, Contact KQ Cargo guidance.

Passengers with mental or psychiatric condition shall also be cleared by approved KQ Doctors. Stating that the passenger/s have been cleared to travel and a service dog is necessary for the passenger/s mental health or treatment during air travel and/or any activity at the passenger's destination.

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Guide dogs or Service dogs are:

- i. **Accepted free of charge.**
- ii. **A maximum of one dog per passenger is allowed.**
- iii. **A maximum of one dog per cabin is allowed.**
- iv. **The dog is identified by an identification card or label.**
- v. **They can be accepted in the cabin without a kennel/cage provided they are properly harnessed and do not occupy a seat.**
- vi. **Guide dogs are trained to behave properly. An animal that shows disruptive behavior cannot be accepted as a guide animal even if it performs assistive function for the guest.**
- vii. **On a flight segment which is 8 hours or more, ask the guest to provide documentation that the animal will not need to relieve itself during the flight or if the guest has in possession any items for the animal (e.g. nappies, medicine) to avoid any health or sanitation issue on the flight. If this is not the case the guide dog cannot be accepted.**
- viii. **Passengers with Guide dogs can be accepted on any seat in the cabin except exit rows.**
- ix. **The animal shall seat at the feet of the passenger seat (or at the feet/floor of the adjacent seat , if it is not occupied)**
- x. **The guide dog shall not obstruct the aisle.**
- xi. **Advanced reservation is required, PNR "ESAN"**
- xii. **The information is also made avail in the PIL in order to inform the crew.**

I. Battery-Powered Wheelchairs

Reservation

It is recommended that guest/s make advance reservations when travelling with battery powered wheelchairs. There are three types of wheelchair batteries namely:

- i. **Non Spillable wet batteries - SSR code WCBD**
- ii. **Spillable batteries (wet cell battery) - SSR code WCBW**
- iii. **Wheel chair/Mobility Aids with Lithium Battery (dry cell battery)- SSR code WCLB**



CAUTION: Batteries of Battery powered wheelchairs/devices are considered Dangerous Goods, therefore packing, marking and labeling, acceptance and handling procedures shall be strictly adhered to. Where a battery –powered wheelchair is specifically designed to allow its battery to be removed by the user (e.g. collapsible); the battery shall be removed to be carried in a strong and rigid packaging with its battery protected from short circuit provided by the owner.

NOTE: For interline carriage; approval for acceptance is required from all carriers concerned.

Manual Wheelchair (Manual Power) shall be transported by a guest under -SSR code WCMP

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J. Sports Equipment

Special acceptance conditions may apply for transportation of sports equipment, SPEQ. For specific sports equipment, direct SSRs can be used. In general, sports equipment is considered as a standard piece of baggage, but with a maximum sum of dimensions of 300cm. Apply the maximum weight according to the class of travel. Below are the sporting equipment rates applicable:

ROUTING {<-> From/To}	SSR	AFRICA <-> EUROPE/AMERICA	AFRICA <-> MIDDLE EAST/ASIA	INTRA AFRICA	INTRA DOMESTIC
Golf Equipment	GOLF	110	90	50	40
Bicycle	BIKE	110	90	50	40
Diving Equipment	DIVE	110	90	50	40
Surf Equipment	SURF	110	90	50	40
Fishing Equipment	FSHE	110	90	50	40
Big Fishing Equipment	BFSH	120	100	60	50
Ski Equipment	SKIE	110	90	50	40
Snowboard Equipment	SNWB	110	90	50	40
Water Ski Equipment	WSKI	120	100	60	50
General sports Equipment	SPEQ	120	100	60	50

a. Bicycles and Tandems

a. Conditions:

Bicycles and tandems shall be identified with the "SSR BIKE" comment in the PNR.

To pack a bike the following shall be done:

- Handlebar turned lengthwise.
- Pedals shall be removed or folded back.
- Lowering the air pressure of the tyre is recommended to reduce the risk of a flat tyre caused by the pressure difference in the air.
- Advanced reservation is required for KQ.
- Bicycles and tandems must be suitably packed in a carton bike box or a hard cover provided by the guest.
- If the bicycle or tandem is packed in material other than a box or a hard cover (e.g. plastic cover) it must be tagged with a limited release tag. Mark on the limited release tag "unsuitably packed".
- At the guest own risk, KQ will accept a bike/Tandem that is not suitably packed in a box or hard cover. As part of verification the guest shall be advised about this at check-in and the customer service staff must mark on the limited release portion of the baggage tag an "SR OTHS KQ-UNSUITABLY PACKED BIKE".

NOTE: On E-190 a maximum of 03 bicycles or tandems are accepted.

- Electric Bicycles are not accepted.

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b. Diving Equipment

a. Description:

The diving equipment may consist of: Wet suit, vest, socks, mask, shoes, webs, knives and regulator. It is considered as a standard piece of baggage. Where allowance is exceeded apply the special excess baggage charge for one (01) dive equipment up to 20kgs for one way travel.



Caution: Scuba tank (an empty air cylinder) is not considered part of diving equipment. However it can be accepted as part of free baggage allowance. A compressed gas cylinder can be allowed in checked baggage ONLY if the regulator valve is completely disconnected from the cylinder and the cylinder is no longer sealed (i.e. the cylinder has an open end). The cylinder must have an opening to allow for a visual inspection inside by the check-in Agent.

b. Conditions:

Accept diving equipment on operating flights under following conditions:

- Diving equipment and air cylinders shall be identified with the “SSR DIVE” remark. Batteries must be carried in the cabin baggage or hold baggage and need clearance from the passenger handling teams based on PHM 4.0 or DGR 2.3.A.
- Oxygen cylinders must be empty.
- Lamp and batteries must be disconnected from the torch.

c. Golf Equipment

a. Description

- Golf equipment can consist of one golf bag containing clubs, balls and a pair of shoes.
- A golf bag is considered as a standard piece of baggage but with maximum sum dimensions of 300cm.
- Apply the maximum piece and weight according to class of travel/route.
- A charge applies when the free baggage allowance is exceeded per route.
- For round trip the charges will be doubled.

b. Conditions:

- Golf Equipment must be identified with the “SSR GOLF”.

d. SKI Equipment

a. Description

Ski equipment is considered as regular checked baggage which can be part of the free baggage allowance. It consists of the following:

- 1pair of skis + ski poles packed in a dedicated ski bag
- +1 pair of boots packed in another dedicated bag.

Or

- 1 snowboard packed in a dedicated snowboarding bag
- +1 pair of boots packed in another dedicated bag.

NOTE: The 2 bags together are considered as 01 piece of checked baggage.

b. Conditions

- The combined weight of the 02bags “SSR SKIE” cannot exceed
- 23kg or 32kgs, depending on the guest/s free baggage allowance.
- If it exceeds the weight limit or the free checked baggage allowance, the applicable special excess bag fee must be charged.
- The Max length of the SKI bag is 300cm/118inches.
- Booking in advance is required due the type of aircraft operating.
- “SR OTHS KQ -SPEQ SKI EQUIPMENT” remark must be entered in the PNR

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NOTE: All other ski items (e.g. helmet, avalanche airbag/avalanche rescue backpack) shall be packed into checked baggage or cabin baggage, within the limits of the baggage allowance.



Caution: Since the avalanche airbag contains a gas bottle for inflating the airbag and includes a pyrotechnic trigger mechanism this is considered as a Dangerous Goods. Prior approval from the Passenger handling team shall be given based on PHM 4.0 or DGR 2.3.4.3. The packaging shall be such that an explosion shall not be experienced due to compression of the trigger mechanism. Special reservations for transportation of this equipment shall be identified under "SR OTHS KQ-SPEQ ALVALANCHE" remark in the PNR.

e. Surf Equipment

a. Description

Surf Equipment can consist of one board and one mast, one sail or kite.

b. Conditions

- **Surf Equipment (including wind, wave, kite, boogie and body board) up to 107cm length shall be accepted without advance clearance and is considered as a standard piece of baggage. "SSR SURF"**
- **Surf Equipment longer than 107cm is considered normal baggage; it requires advance clearance.**
- **Surf Equipment heavier than 32kgs or longer than 300cms shall not be accepted as checked baggage and can only be shipped as cargo.**
- **Surf Equipment must be packed in a suitable cover provided by the guest.**
- **Chargeable Surf Equipment is identified with the "SR SPEQ SU W 23KGS D 120CMS LENGTH" remark.**

f. Kayak/Canoe

**On KQ flights, kayaks and canoes are not accepted as baggage.
Contact the cargo department for shipping info.**

g. Athletic Equipment

a. Description

- **Athletic equipment may consist of javelin poles**

b. Conditions

- **They are accepted for transportation for groups participating in sport events.**
- **An advance clearance is needed. A message "Authorization for bulky XBAG transportation" shall be sent to the station and the "SROTHSKQ-SPEQ JAVELIN" remark is presented in the PNR.**
- **The poles shall be packed in a soft cover provided by the guest.**

NOTE: Short Put is not accepted as checked baggage due to area load limitation. Acceptance is via cargo since spreader boards must be built.

BAGGAGE POLICY

h. Hockey and Lacrosse

a. Description

One bag of hockey/lacrosse equipment plus two hockey or lacrosse sticks (packed or tapped together) are considered as a standard piece of baggage, but with maximum sum dimensions of 300cm.

Apply the maximum piece and weight according to class of travel.

b. Conditions

- **They must be identified with “SR OTHS KQ -SPEQ HOCKEY Y OR SR OTHS KQ – SPEQ LACROSSE”**
- **Sticks checked in separately shall be packed in a bag or else be tapped together. However, if taped together KQ does not accept liability for damage.**

i. Other Sports equipment

a. Description

The following equipment is accepted as a standard piece of baggage, but with maximum sum of dimensions of 300cms. Apply the maximum piece and weight according to the class of travel.

- **Fencing equipment consisting of sword(s), helmet and suit.” SR OTHS KQ-SPEQ FENCING EQUIPMENT”**
- **Fishing equipment consisting of rods in a cover or tube and a tackle box. “ SR FSHE” for fishing equipment up to 50cm and SR BFSH” for big fishing equipment.**
- **Football/s, Basketball/s, Netball/s, Rugby ball/s “ SR OTHS KQ -SPEQ FOOTBALLS”**

b. Conditions

- **They must be properly packed to protect its content.**
- **Balls which have a pressure valve need to be deflated prior acceptance.**
- **The “SR OTHS KQ-SPEQ” remark shall be in used.**
- **An advance clearance is not necessary.**

K. Media / Entertainment Equipment

a. Description

A media bag can include: audio, camera, lighting and photography equipment, wardrobes, trunks and musical instruments. Baggage allowance is the same as regular allowance per route.

b. Costings

Below are the media / entertainment equipment extra baggage rates applicable:

BAGGAGE POLICY

ROUTING {<-> From/To}	EXTRA PIECE - @ 23kgs
AFRICA <-> Americas/Europe	125
AFRICA <-> Middle East/ Asia	150
Intra AFRICA	50
Intra DOMESTIC	25
Africa 5th Freedom sectors	30

c. Conditions

1. **Corporate account should be signed with KQ and/or specific tour code used for filing**
2. **All baggage charges are each way**
3. **Maximum total number of bags on KQ long-haul fleet is 25 per account**
4. **Maximum number of bags on KQ short-haul fleet is 5**
5. **Normal Overweight/Heavy bag charges will apply for bags > 23kgs and <32kgs/70lbs**

Jackson Kamande

Head Pricing and Revenue Management

BAGGAGE POLICY

Appendix 1:

Skyteam Elite & Elite Plus Highlighted;

Status Name			Partners		
	Status Level	Status Level Name	Carrier Code	Status Level Name	Status Level
PLATINUM / PLATINUM FOR LIFE MEMBER	1	SKYTEAM ELITE PLUS	KL	PLATINUM / PLATINUM FOR LIFE	1
			AF	PLATINUM / PLATINUM FOR LIFE	1
			SU	PLATINUM	1
			AR	PLATINO	1
			AM	TITANIUM	1
			UX	PLATINUM	1
			AZ	ALATA PLUS	1
			CI	EMERALD	1
			MU	PLATINUM	1
			OK	PLATINUM	1
			DL	DIAMOND	1
			GA	PLATINUM	1
			KE	MILLION MILER CLUB	1
			ME	PLATINUM	1
			SV	GOLD	1
			RO	PLATINUM	1
			MF	GOLD	1
			VN	PLATINUM	
GOLD	1	SKYTEAM ELITE PLUS	KL	GOLD	2
			AF	GOLD	2
			SU	GOLD	2
			AM	PLATINUM	2
			UX	GOLD	2
			AZ	ALATA CLUB	2
			CI	PARAGON	2
			MU	GOLD	2
			OK	GOLD	2
			DL	PLATINUM	2
			DL	GOLD	3
			KE	MORNING CALM PREMIUM CLUB	2
			ME	GOLD/ PRESIDENTS CLUB	2
			RO	GOLD	2
SILVER	2	SKYTEAM ELITE	KL	SILVER	3
			SU	SILVER	3
			AR	ORO	3
			AM	GOLD	3
			UX	SILVER	3
			AF	SILVER	3
			AZ	ULISSE	3
			CI	GOLD	3
			MU	SILVER	3
			OK	SILVER	3
			DL	SILVER	3
			GA	GOLD	2
			KE	MORNING CALM CLUB	3
			ME	SILVER	3

BAGGAGE POLICY

			SV	SILVER	3
			RO	SILVER	3
			VN	TITANIUM	2
			VN	GOLD	3
			MF	SILVER	2