

20 December 2023

TAAG – Angola Airlines
TAAG.com

BAGGAGE POLICY

Commercial area



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Baggage policy project kick-off

Introduction

TAAG Angola Airlines' comprehensive Baggage Policy, a document crafted to encompass all rules and features about baggage as an essential ancillary for every TAAG customer with an airline ticket.

Purpose

- Ensure that all stakeholders, including staff and passengers, have a clear understanding of TAAG Angola Airlines' new baggage policy.
- Increase customer awareness of the baggage policy, emphasizing its benefits and transparency.
- Improve organizational efficiency by aligning all departments with the standardized baggage rules, reducing errors, and improving overall service delivery.

Scope

1. Enhanced Passenger Experience.
2. Effective and reliable service.
3. Clear Communication and Awareness.
4. Regulatory Compliance.
5. The baggage allowance for passengers.
6. Type baggage allowance.
7. The baggage charges.

Ancillary

Ancillary

Ancillaries are additional services not included in the air ticket that complement the travel experience. Revenue beyond the sale of tickets is generated by direct sales to passengers, or indirectly as a part of the travel experience.



Description of standalone products

BAGGAGE

Personal item – In cabin

Included in all fare family



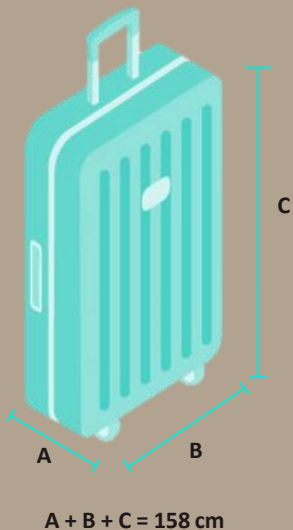
Hand bag – In cabin

Included in all fare family



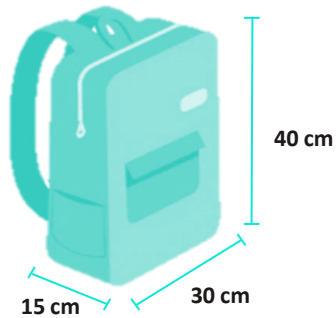
Baggage – Checked

Included in all fare family



Personal item – In cabin

Sizes



- Measurements include wheels, handles, and handgrips.
- Must be located under the front seat.

Type



Hand baggage – In cabin

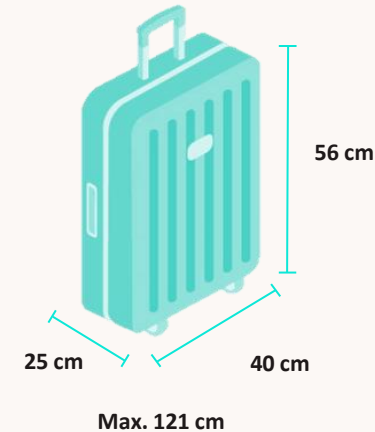


Piece extra



- Charged per extra piece, ATP only **(GATE)**
- Maximum two pieces per passenger per weight and balance.

Sizes



- Allowed weight 8 kg
- Measures 56x40x25 cm
- You do not need to document it and always carry it with you.
- You have include 2 pieces of baggage on board in a business/first cabin.
- You have include 1 piece of baggage in the economy cabin.

Checked baggage



Excess baggage



- Charged per extra piece 23 Kg / 32 Kg
- Upgrade option from 23 Kg to 32 Kg is an additional fee.

Sizes



$$A + B + C = 158 \text{ cm}$$

- Allowed weight 23kg in economy and 32kg in first/business.
- 158 cm linear (length + width + height)
- Baggage is included in the fare family
- Must be checked in and delivered at the airport counter before going to the boarding lounge.
- You can add up to unlimited checked bags.
- There is a cost for oversize with a max. of 330 cm and overweight with a max. of 32 Kg.

Passenger traveling
LAD/LIS in Business Class
wants to carry:



1 bag 30 kg
within dimensions



1 bag 30 kg
within dimensions



+ 1 bag 15 kg
within dimensions

*In advance can pay
Extra Piece up to 32 kg
until check-in online opens*

***Will be charged
and issued an EMD ABAG.***

At the airport during
check-in can pay
Extra Piece up to 32 kg

***Will be charged
and issued an EMD
ABGS.***

Passenger traveling
JNB/LAD in Economy Class
wants to carry:



+ 1 bag 20 kg
within dimensions



+ 1 bag 20 kg
within dimensions



1 bag 30 kg
within dimensions

*In advance can pay
Extra Piece up to 23 kg
until check-in online opens*

**Will be charged
and issued an EMD ABAG.**

+

At the airport during check-in will
pay

Excess Weight from 23 up to 32 kg

**Will be charged
and issued an EMD HBGS.**

At the airport during
check-in will pay
Extra Piece up to 23 kg
+ Excess Weight from 23
up to 32 kg

***Will be charged
and issued two EMDs
ABGS + HBGS.***

Passenger traveling
GRU/LAD in Economy Class
wants to carry:



1 bag 20 kg
over dimensions



1 bag 30 kg
within dimensions

At the airport during check-in will pay
Excess Weight from 23 up to 32 kg
+ Excess dimensions over sum 158 cm (oversize)

***Will be charged
and issued two EMDs HBGS + OVBG.***

Animals

Rule general

- There are 3 codes:
 1. In cabin as **PETC** up to 8 kg
 2. In hold as **AVIH-STANDARD** up to 32 kg
 3. In hold as **AVIH-LARGE** up to 45kg
- Only dogs and cats are acceptable.
- Animals must be at least eight weeks old and fully weaned before traveling.
- The transport by air of animals of brachiocephalic (snub-nosed) breeds is not permitted.
- Emotional Support Animals (ESAN) are not accepted.



Cabin

- Maximum weight 8 kg.
- The container must be soft or semi-rigid and cannot exceed maximum dimensions of 23 x 45 x 30 cm.
- Acceptance of pets in the economy cabin only is limited to 6 per flight.
- Each passenger may not carry more than one container.
- Service animals (SVAN) are accepted: a seeing-eye or hearing dog.
- Sign the receipt of responsibility.



Hold

- Cats or dogs can be carried, subject to availability.
- Transport of **AVIH-STANDARD** will be accepted on hold weighing up to 32 kg and with size up to 158 cm.
- Transport of **AVIH-LARGE** will be accepted on hold weighing up to 45 kg and with dimensions up to 190 x 75 x 65 cm up to 330 cm
- Sign the receipt of responsibility.



Sport equipment

Rule general

- There are 3 codes:
 1. Sports equipment in the cabin **CAES**.
 2. Sports equipment **SPEQ-STANDARD** in the hold up to 23 Kg with up to 158 cm.
 3. Sports equipment **SPEQ-LARGE** in hold up to 32 Kg with up to 330 cm.



Cabin

- Maximum weight 8 kg.
- Maximum size 56x40x25 cm Must be stored in the overhead compartments.
- Only hand baggage (no to replace the hand baggage included in your ticket).



Hold

- Maximum weight 23 or 32 kg.
- Maximum size 158 or 330 linear cm.
- It can't replace parts included in the fare.
- They must be in an appropriate package.
- Sign the receipt of responsibility.
- Surfboards exceeding 158 cm pay as a 32 kg element with a size up to 330 cm.





► Fishing equipment

One item of angling equipment means 1 fishing box, 1 fishing net, 1 pair of fishing rods (properly stowed), and 1 fishing reel. A fee is charged for each set.



► Scuba Diving equipment

Practitioners of this sport can take the following equipment with them, packed in a single travel bag: 1 empty diving cylinder, 1 scuba regulator, 1 pressure gauge, 1 harness, 1 diving mask, fins, 1 snorkel, 1 dive knife, 1 harpoon, 1 wetsuit. A fee is charged for each set.

► Golfing equipment

One set of golf equipment is defined as 1 bag with 14 clubs, 12 balls, and 1 pair of shoes. A fee is charged for each set.



► Ski equipment

Snow/Water Ski equipment consisting of 1 pair of skis, 1 pair of ski poles, 1 pair of boots or 1 snowboard, 1 pair of boots or 1 pair of standard water skis, or 1 slalom water ski. A fee is charged for each set.





► Bike

- One bicycle (non-motorized), single seat or tandem seat, touring or racing bicycle can be transported. A fee is charged for each set.
- The bicycle must have the handlebars fixed sideways and the pedals removed, or be placed in cardboard containers, or the pedals and handlebars must be encased in plastic foam or similar material.
- It is advisable to rotate the handlebars 90 degrees and tighten them in this position.

Bag policy, 12 December 2023



► Surfing

- Only one set of equipment is permitted per passenger and carriage is subject to the availability of space limitations in the hold. A fee is charged for each set.
- Boards must be duly carried in an appropriate bag.
- All surfboards longer than 158 cm must pay the equipment fee more expensive in the hold.

Musical instrument

Rule general

- There are 3 codes:
 1. Musical instruments in cabin **CAMU**.
 2. Musical instruments **MUSI-STANDARD** hold up to 23 Kg with up to 158 cm.
 3. Musical instruments **MUSI-LARGE** in hold up to 32 Kg with up to 330 cm.



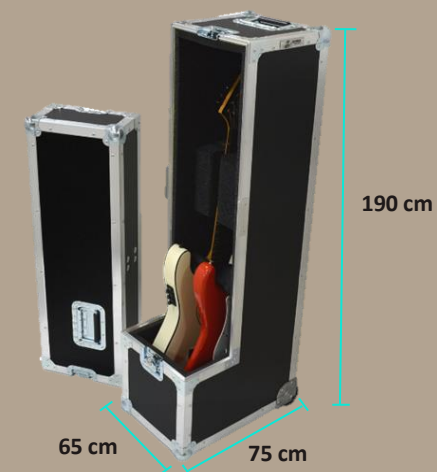
Cabin

- Maximum weight 8 kg.
- Maximum size 56x40x25 cm Must be stored in the overhead compartments.
- Only hand baggage (no to replace the hand baggage included in your ticket).



Hold

- Maximum weight 23 or 32 kg.
- Maximum size 158 or 330 linear cm.
- It can't replace parts included in the fare.
- They must be in an appropriate package.
- Sign the receipt of responsibility.



PERISHABLE



PERI



Rule

- The following are considered to be perishable items:
 1. Medicines
 2. Candy and pastries
 3. Flowers and plants
 4. Fresh meat
 5. Frozen meat
 6. Fruits and vegetables
 7. Seafood and fish
 8. Cheese
- Only be accepted as checked baggage as a special item "Perishable".
- Pieces of baggage containing perishable baggage will be accepted on hold weighing up to 32 kg and with dimensions up to 190 x 75 x 65 cm up to 330 cm.
- Transporting food as hold baggage is possible, but you must carry it in an airtight container vacuum-packed to avoid spills and odors that may affect other baggage.
- The passenger must be informed of and comply with the legal and regulatory requirements for transporting these items and products. (Review Timatic)
- When perishable baggage exceeds 32 kg, it is considered Cargo.
- Sign the receipt of responsibility.

**** TAAG we are with the standard measures of the market**

Guidance

1. Plastic container. Styrofoam containers made of plastic.
2. Closed containers and the plastic used must be waterproof to prevent leaks. In addition, no fluid should leak outside the inner wrapping

FIREARMS AND AMMUNITION



WEAP



Rule

- Only be accepted as checked baggage.
- Items are accepted:
 1. Sporting guns
 2. Sporting rifles
 3. Hunting rifles
 4. Ammunition.
- The passenger can carry a maximum of 2 guns or rifles per flight.
- Pieces of baggage containing ammunition and firearms will not be carried in quantities exceeding 5 kg per passenger.
- Arms and ammunition cannot be transported in the same piece of baggage and must be accepted separately.
- Transportation of firearms and ammunition is under the passenger's responsibility.
- Weapons or ammunition with explosive or incendiary projectiles may not be carried as checked baggage.
- Chargers, bolts, and strikers are not allowed in cabin baggage and must go as checked baggage, following the specific packing regulations for each item.
- Sign the receipt of responsibility.
- Firearms and ammunition have prices.

Military personnel and escort personnel are allowed to transport their assigned short-range weapons free of charge, as long as the weapons meet the criteria. This policy is in place to ensure the safety of passengers and crew members.

**** TAAG we are with the standard measures of the market.**

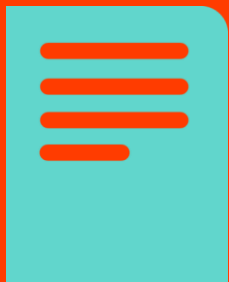
Terms and conditions

Ancillary (EMD) terms and conditions

General.

Once the service has been issued, the EMD is non-refundable and non-transferable. All EMD must be attached to a ticket.

If the passenger makes a flight change, the ancillary can be moved with the reservation and pay the difference fare if it is necessary



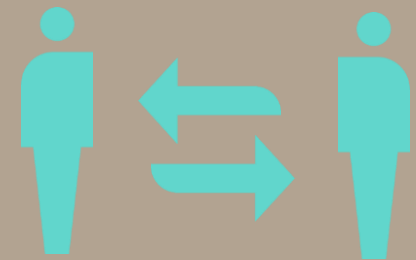
Refund.

1. If the passenger has not flown and wants the bag refund is not allowed.
2. If the passenger has already flown and did not use the extra bag, it is not refundable.
3. If the passenger is affected by cancellation by the airline and requests a refund, the ancillary will be included in the amount of the ticket refund.



Non-transferable.

1. If the passenger has not flown and wants to transfer the ancillary to another person, it is not allowed.
2. If the passenger has already flown and did not use the ancillary, it is not transferable to any other person or reservation
3. You can transfer the ancillary to another date of flight.



Thank you

