





## BAGGAGE POLICY

**Applies to** : KENYA AIRWAYS OPERATED FLIGHTS  
**Effective date** : 15<sup>th</sup> May 2018  
**Issued By** : Manager Ancillaries in Liaison with Manager Standards and Procedures, Ground Services

### 1. Cabin Baggage allowance

Cabin	Routes	Cabin Baggage Allowance		Accessories
		All Routes except East Africa & Domestic	East Africa & Domestic	
<b>PREMIER WORLD (Business class)</b>		1PC (max L55xW25xH35 cm each) + 2 Accessories ----- Total weight Max 18kgs 	1PC (max L55xW25xH35 cm each) + 2 Accessories ----- Total weight Max 12kgs 	2 of the items below, max dimensions L40xW30xH15cms -Handbag - Briefcase - Camera - Laptop - One other item of a smaller or similar size other than those above + 1 duty free shopping bag per pax
<b>ECONOMY</b>		1PC (max L55xW25xH35 cm each) + 2 Accessories ----- Total weight Max 12kgs 	1PC (max L55xW25xH35 cm each) + 2 Accessories ----- Total weight Max 12kgs 	

**TABLE 1.1**

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















**NOTE:**

- On top of the free cabin allowance, passengers are allowed to carry **01** bag of Duty Free in the cabin as accessories column above.
  - Infants (<2years) **NOT** occupying a seat shall be allowed 1pc of cabin baggage **MAX 12kgs** and **MAX** Dimensions **L55 X W25 X H35**.
- 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.

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### 2. Free checked baggage allowance

**TABLE 2.1**

ROUTING	PREMIER WORLD	ECONOMY
<b>AFRICA – America/Europe</b>	2PC 32kg max each 	2PC 23kg max each 
<b>AFRICA – Middle East/Asia</b> <i>(incl BKK-CAN vv)</i>	2PC 32kg max each 	2PC 23kg max each 
<b>Domestic &amp; East African Destinations</b> <b>(Refer to table 4.2)</b>	1PC 32kg max each 	1PC 23kg max each 
<b>Intra AFRICA 1 and Africa 5th Freedom</b> <b>(Refer to table 4.2)</b>	2PC 32kg max each 	1PC 23kg max each 
<b>Intra AFRICA 2 (Rest of Africa)</b>	2PC 32kg max each 	1PC 23kg max each 
<b>SPECIAL CATEGORY PASSENGERS</b>		
<b>Marine/Seamen/Military</b> <b>(For any routing)</b>	2PC 32kg max each 	2PC 23kg max each 
<b>SkyTeam Elite Plus &amp; Elite</b> <b>(All routes)</b>	<b>+ 01 PC EXTRA</b> 32kg max each 	<b>+ 01 PC EXTRA</b> 23kg max 

- 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
- Apply the Flying Blue extra allowance only when all carriers involved in the journey belong to the SkyTeam Alliance unless the non SkyTeam carrier apply the SkyTeam Flying Blue extra allowance.

### EXCEPTIONS

- Guests **EX Jeddah** are allowed to carry one free bottle of Holy water **MAX 05 liters**. The bottle must be sealed with a plastic covering to avoid leakage. KQ has no liability on Holy Water, no claims shall be filed.

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### NOTE:

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

- 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.

- ii. In addition to free cabin baggage allowance, an infant is entitled to 01 collapsible stroller plus 01 car-seat free of charge.
- iii. 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**
- iv. **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**
- v. 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.

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### 4. Excess Baggage Charges

TABLE 4.1

1st Additional Bag ( upto 23kgs)							2nd Additional Bag (upto 23kgs)							3rd Additional Bag and above (upto 23kgs)						
↓ ↓ ↓ Within 24hrs to departure and Airport Price ↓ ↓ ↓							↓ ↓ ↓ Within 24hrs to departure and Airport Price ↓ ↓ ↓							↓ ↓ ↓ Within 24hrs to departure and Airport Price ↓ ↓ ↓						
From >>							From >>							From >>						
Airport Price 1st Bag	Nairobi	Domestic & East Africa	Africa 1	Africa 2	Middle East/Asia	Europe/ America	Airport Price 2nd Bag	Nairobi	Domestic & East Africa	Africa 1	Africa 2	Middle East/Asia	Europe/ America	Airport Price 3rd Bag++	Nairobi	Domestic & East Africa	Africa 1	Africa 2	Middle East/Asia	Europe/ America
To>> Nairobi		25	25	50	200	200	Nairobi		50	50	100	200	200	Nairobi		75	75	150	225	250
Domestic & East Africa	25	25	25	50	225	225	Domestic & East Africa	50	50	50	100	225	225	Domestic & East Africa	75	75	75	150	250	300
Africa 1	25	25	25	50	225	225	Africa 1	50	50	50	100	225	225	Africa 1	75	75	75	150	250	300
Africa 2	50	50	50	50	250	225	Africa 2	100	100	100	100	250	225	Africa 2	150	150	150	150	300	300
Middle East/Asia	200	225	225	250	250	250	Middle East/Asia	200	225	225	250	250	250	Middle East/Asia	225	250	250	300	300	300
Europe/ America	200	225	225	225	250	250	Europe/ America	200	225	225	225	250	250	Europe/ America	250	300	300	300	300	300
↓ ↓ ↓ Pre-Sale price greater than 24hrs to departure ↓ ↓ ↓							↓ ↓ ↓ Pre-Sale price greater than 24hrs to departure ↓ ↓ ↓							↓ ↓ ↓ Pre-Sale price greater than 24hrs to departure ↓ ↓ ↓						
From >>							From >>							From >>						
Pre-Sale Price (ABA) 1st Bag	Nairobi	Domestic & East Africa	Africa 1	Africa 2	Middle East/Asia	Europe/ America	Pre-Sale Price (ABA) 2nd Bag	Nairobi	Domestic & East Africa	Africa 1	Africa 2	Middle East/Asia	Europe/ America	Pre-Sale Price (ABA) 3rd Bag++	Nairobi	Domestic & East Africa	Africa 1	Africa 2	Middle East/Asia	Europe/ America
To>> Nairobi		20	20	40	160	160	Nairobi		40	40	80	160	160	Nairobi		60	60	120	180	200
Domestic & East Africa	20	20	20	40	180	180	Domestic & East Africa	40	40	40	80	180	180	Domestic & East Africa	60	60	60	120	200	240
Africa 1	20	20	20	40	180	180	Africa 1	40	40	40	80	180	180	Africa 1	60	60	60	120	200	240
Africa 2	40	40	40	40	200	180	Africa 2	80	80	80	80	200	180	Africa 2	120	120	120	120	240	240
Middle East/Asia	160	180	180	200	200	200	Middle East/Asia	160	180	180	200	200	200	Middle East/Asia	180	200	200	240	240	240
Europe/ America	160	180	180	180	200	200	Europe/ America	160	180	180	180	200	200	Europe/ America	200	240	240	240	240	240

**NOTE:**

- Chargeable special baggage will not be accepted as a free allowable piece including for frequent flyers.
- **5<sup>th</sup> Freedom (Africa) sectors** will have the same price as **Africa 1**
- **BKK-CAN** – 5<sup>th</sup> Freedom will be priced as **Africa 2**
- All baggage **above 32kgs** to be transported as cargo.
- Motorized wheelchair is part of normal free baggage allowance.

Table 4.2

	Domestic & East Africa	Africa 1	Africa 2	Middle East and Asia	Europe & Americas
1	Kenya	Ethiopia	Angola	Thailand	Netherlands
2	Tanzania	Djibouti	Benin	UAE	France
3	Uganda	Seychelles	Cameroon	India	United Kingdom
4	Burundi	Malawi	Central African Republic	China	Rest of Europe
5	Rwanda	Zambia	Comoros	Saudi Arabia	Americas
6		Zimbabwe	Congo	Rest of ME & Asia	
7			Congo Democratic Rep		
8		5th Freedom*	Cote d'Ivoire		
9		VFA - CPT	Ghana		
10		LVI - CPT	Liberia		
11		HRE-LUN	Madagascar		
12		LUN-LLW	Mali		
13		ACC-FNA	Mauritius		
14		ACC-ROB	Mayotte		
15		BKO-DKR	Mozambique		
16		ABJ-DKR	Nigeria		
17		DLA-BGF	Senegal		
18		EBB-BGF	Sierra Leone		
19		ADD-JIB	South Africa		
20		NLA-FBM	South Sudan		
21			Sudan		
22			Rest of Africa		
23			5th Freedom		
			BKK-CAN		

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### Values and Currencies

- All charges in USD except sales from Europe
- All charges **from Europe** will be in **EUR/GBP/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

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

### Heavy bag:

This includes any baggage above **23.5kgs 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.

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

↓↓↓ Airport Price ↓↓↓

Only Airport!	Nairobi	Domestic & East Africa	Africa 1	Africa 2	Middle East/Asia	Europe/America
Nairobi		25	50	50	50	75
Domestic & East Africa	25	25	50	60	75	75
Africa 1	50	50	50	60	75	75
Africa 2	50	60	60	60	75	100
Middle East/Asia	50	75	75	75	75	100
Europe/America	75	75	75	100	100	100

### \*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.

### Specifications:

- Wide body aircraft-B787-8
- Narrow body aircraft- B737, B738, E190

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### 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.

### 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:

- i. 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.

- ii. Bicycle, Scuba Tank and Surf board 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

- i. Extra seat(s) shall be requested and paid for in advance. Approval is needed from Revenue Management.
- ii. 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.
- iii. If a seat is used to place items on (**CBBG**), these items may not weigh more than **46 kg** per seat.
- iv. 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.

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- v. Trunks and crates are not allowed as **CBBG**.
- vi. 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 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.

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### 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. Intentionally left blank

### 9. 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 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.



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### 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: [Doctor on call@kenya.airways.com](mailto:Doctor.on.call@kenya.airways.com)

### 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 off.

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### **E. Arms and Ammunitions: Refer to the current Corporate Security Program (CSP)**

#### **a. Acceptance Criteria**

- I. Arms and Ammunitions are not allowed as cabin baggage unless authorized by the
- II. Head of Safety, Security and Quality, Refer to the current **CSP5.8**.
- III. 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**.
- IV. Therefore, passengers should be advised at check-in not to carry any offensive articles neither on ones person nor in hand baggage, but to pack these items as advised, for check-in purposes.
- V. Firearms and ammunitions (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.
- VI. The Passenger is responsible for obtaining all required permits and documentation.
- VII. 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 WIP**
- 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 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

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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 WIP"**
- 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,

↓↓↓ Airport Price ↓↓↓

Only Airport!	Nairobi	Domestic & East Africa	Africa 1	Africa 2	Middle East/Asia	Europe/America
Nairobi		20	50	50	50	50
Domestic & East	20	20	50	50	50	50
Africa 1	50	50	50	50	50	50
Africa 2	50	50	50	50	50	50
Middle East/Asia	50	50	50	50	50	50
Europe/America	50	50	50	50	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.

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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.

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 8hours 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**

## BAGGAGE POLICY

### J. Sports Equipment

Special acceptance conditions may apply for transportation of sports equipment, **SPEQ**. 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

#### i. Bicycles and Tandems

##### a. Conditions:

Bicycles and tandems shall be identified with the **"SPEQ 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

## BAGGAGE POLICY

### ii. 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 **"SR OTHS KQ-SPEQ DIVING EQUIPMENT"** 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.

### iii. 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 **"SR OTHS KQ-SPEQ GOLF"** remark.

## BAGGAGE POLICY

### iv. 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:

- 1 pair 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 02 bags "**SR OTHS KQ –SPEQ SKI Equipment**" 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

**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**.



## BAGGAGE POLICY

### v. 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. **"SR OTHS KQ- SPEQ SURF EQUIPMENT 100CM LENGTH"**
- 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.

### vi. Kayak/Canoe

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

### vii. 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 **"SR OTHS KQ -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

### viii. 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.

### ix. 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 OTHS KQ-SPEQ FISHING"**
- Football/s, Basket ball/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.

## BAGGAGE POLICY

### K. First Needs Allowance Payment - FNAP

Payment may be made to passengers who arrive at destinations other than their country of residence without their checked baggage.

This procedure is applicable in stations not located in a territory that has laid down regulation by the authority in regard to First need allowance payment.

**NOTE:** Persons who are residents do not qualify for first needs payment, unless they show proof of residence in another country other than their domicile country for the last 6 months.

The following provisions shall therefore apply for delayed bags not received within **24hrs** at the arrival airport where the missing report was filed:

- i. First Needs Allowance payment (**FNAP**) may be paid on the spot where it is ascertained that based on flight schedules, frequencies and connectivity, the missing bags shall not arrive within 24hours.
- ii. Passengers receiving at least one of their bags may not be entitled to First Needs Allowance.
- iii. Applicable limits are:
  - **USD 150** for First class and Premier World
  - **USD 100** for Economy class passengers
  - **USD 200** for Pilots on Duty
  - **USD 100** for cabin crew

**Exception:** For Commercially important customers, Station Manager (Outstations) or Head of Passenger Services can, in exceptional cases, consider offering a higher amount at his/her discretion but not exceeding **USD 300**.

- If after the initial payment, baggage does not arrive (**after 24hours**) guests shall be guided to file a baggage claim form for missing baggage and such claims shall be forwarded to Insurance within 21 days.
- Children between 2-12 yrs. are entitled to 100% of the applicable amounts in Economy and Business Class.
- Children below 2 years are not entitled to First Needs Allowance Payment.
- Passengers traveling on award tickets are entitled to First Needs Allowance at the applicable class of ticketing.
- Staffs on duty and on leisure rebate travel are entitled to First Needs allowance at the applicable class of ticketing.
- Passengers should acknowledge payment of **FNAP** by signing the Release and Discharge form and be informed that the amount paid shall be deducted from the final compensation and in case of total baggage loss

The total amount paid for each passenger must never exceed the maximum liability (to determine maximum liability contact KQ Insurance)

**Marco van Vliet**

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**Head of Global Sales**