



BAGGAGE AND SERVICE FEES

INDEX OF CONTENTS

I – BAGGAGE	9
1. Hand Baggage allowance	9
2. Free Baggage Allowance	10
3. Excess Baggage Charges	13
3.1. Pre-purchase of additional baggage	13
3.2. Weight Concept	13
3.3. Transport of Baggage with more than 32 kg per piece	13
4. Special regulations	15
4.1 Sports Equipment	15
4.1.1 Scuba Diving	15
4.1.1.1 General Definitions	15
4.1.1.2 Service Charges	15
4.1.2 Golf Equipment	16
4.1.2.1 General Definitions	16
4.1.2.2 Service Charges	16
4.1.3 Surfboards/Bodyboards/Skimboards/Wakeboards	17
4.1.3.1 General Definitions	17
4.1.3.2 Rules of Acceptance	17
4.1.3.3 Service Charges	17
4.1.4 Kite surf and Windsurf	18
4.1.4.1 Service Charges	18
4.1.5 Paraglider	18
4.1.5.1 General Definitions	18
4.1.5.2 Service Charges	18
4.1.6 Hang gliding	19
4.1.6.1 General Definitions	19
4.1.6.2 Service Charges	19
4.1.7 Snow/Water Ski Equipment	19
4.1.7.1 General Definitions	19
4.1.7.2 Service Charges	19
4.1.8 Bikes & Tandems	20
4.1.8.1 General Definitions	20
4.1.8.2 Service Charges	20
4.1.9 Pole Vaulting equipment	21
4.1.9.1 Service Charges	21
4.1.10 Angling equipment	21
4.1.10.1 General Definitions	21
4.1.10.2 Service Charges	21
4.1.11 Other Sports Equipment	22
4.1.11.1 General Definitions	22
4.1.11.2 Service Charges	22
4.2 Animals	23
4.2.1 General Definitions	23
4.2.2 General conditions of acceptance	23
4.2.3. Service Charge	25

4.2.4. Service Animals – SVAN/ESAN	26
4.3. Firearms and Ammunition	27
4.3.1 General Definitions	27
4.3.2 Service Charge	27
4.4 Musical Instruments	28
4.4.1 Recommendations	28
4.4.2. Service Charge	28
II –SERVICE FEES	29
1. Ambulances	29
1.1. Service Charges	29
2. Unaccompanied Minors/Escort Person	30
2.1 Unaccompanied Minor	30
2.1.1 General Definitions	30
2.1.2 TAP conditions for acceptance	30
2.1.2.1 Flight Connections	31
2.1.3 Interline Conditions of Acceptance	31
2.1.4 Service Charges-UMNR/ YOUNG PAX	31
2.2 Escort Person	32
2.2.1 General Definitions	32
3. Extra Seat	33
3.1 Extra seat for comfort or medical reasons, bulky or fragile articles, musical instruments or diplomatic baggage	33
3.1.1 General Definitions	33
3.1.2 Service Charges	33
3.2 Infant Car Seat	33
3.2.1 Service Charges	33
3.3 Child Car Seat	33
3.3.1 Service Charges	34
3.4 Leg rest	34
3.4.1 Service Charges	34
4. Oxygen	35
4.1 General Definitions	35
4.2 Service Charge	35
5. Incubator	36
5.1 General Definitions	36
5.2 Service Charge	36
6. Stretcher	37
6.1 General Definitions	37
6.2 Service Charge	37
7. Wheel Chairs	38
7.1 General Definitions	38
7.2 Service Charge	38
8. Blind/Deaf Passengers	39
8.1 General Definitions	39
8.2 Service Charge	39
9. Refund Fee	40
9.1 Service Charge	40
Annex A	42

I – BAGGAGE

1. Hand Baggage allowance

ADULTS AND CHD

- Hand baggage suitable for placing in the closed overhead rack or under the passenger seat which maximum dimensions cannot exceed 115cm, plus a personal item:

ECONOMY CLASS

1 piece up to 08 Kg and 115cm (55x40x20cm) plus 1 personal item up to 85cm (40x30x15cm)

EXECUTIVE CLASS

2 pieces up to 08 Kg and 115cm (55x40x20cm) each, plus 1 personal item up to 85cm (40x30x15cm)

Exception*:

To/from USA 1 piece up to 08 Kg and 115cm (55x40x20cm), plus 1 personal item up to 85cm (40x30x15cm)

*Maximum number of pieces permitted due to US TSA (Transportation Security Administration) policies

NOTE:

- Flexibility may apply depending on aircraft equipment and/or restrictive government regulations.

INFANTS

- Infant's food for consumption on flight
- 1 infant carrying basket - in cabin or in cargo compartment.

PAX WITH REDUCED MOBILITY (PRM)

Who depend on wheelchairs, crutches, braces, prosthetic devices:

- In addition to medical equipment, transport of **up to two pieces of mobility equipment per disabled person or person with reduced mobility**, including electric wheelchairs (subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods (According Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006)
- Passengers own wheelchairs may be carried as checked bag only.

2. Free Baggage Allowance

Baggage to be carried free of charge in the hold according to **piece concept**.

ADULTS and CHILDREN

BUSINESS CLASS

- 2 checked pieces of baggage – provided that the sum of the 3 dimensions of each bag does not exceed 62 inches/158cm and the weight of each bag does not exceed 32kg/70lbs.

ECONOMY CLASS

- No allowance for DISCOUNT branded fares within Europe and North Africa;
- For all other brands and routings 1 or 2 checked pieces of baggage (see table below) – provided that the sum of the 3 dimensions of each bag does not exceed 62 inches/158cm and the weight of each bag does not exceed 23kg/50lbs.

For travel between Brazil and Europe, 2 checked pieces of baggage are allowed – provided that the sum of the 3 dimensions of each bag does not exceed 62 inches/158cm and the weight of each bag does not exceed 32kg/70lbs.

Sport equipment and musical instruments can be checked in free of charge as part of the passenger permitted free baggage allowance if they meet the allowed requirements: number of pieces, weight per piece and sum of dimensions.

INFANTS

- No allowance for DISCOUNT branded fares within Europe and North Africa, but it's permitted free of charge one checked or carry on fully collapsible stroller pushchair or infants carrying basket or infants car seat which may be carried in cabin subject to availability of space.
- For all other brands and routings the free allowance shall be 1 checked piece where the sum of the 3 dimensions does not exceed 115cm /45 inches and provided the weight doesn't exceed 10kg/22lbs, plus one checked or carry on fully collapsible stroller pushchair or infants carrying basket or infants car seat which may be carried in cabin subject to availability of space.

MSC (Most Significant Carrier) rule effective since 01st April 2015

Since 01APR2015, journeys not covered by the US Reservations, the Most Significant Carrier (MSC) is the Marketing Carrier.

- a) The first marketing carrier crossing the IATA tariff Area (for travel across one Tariff Area);
- b) The first marketing carrier crossing the IATA Sub-area (for travel within a Tariff Area);
- c) The first carrier flying an international sector (for travel within a Sub-Area);

According to IATA Reso 302, whenever there is a stopover at an intermediate point, the system breaks down the baggage calculation and a new assessment of baggage allowance and charges can be applied from that point, however **if only TAP's online and no Interline operating flights, TAP allows to keep same free baggage allowance since origin/destination even with a stopover point.**

This exception is only valid for routings totally flown with TAP/NI/WI flights.

USA DOT (Department of Transportation Office) rule effective since 23rd August 2012

For passengers whose ultimate ticketed origin or destination is a U.S. point, U.S. and foreign carriers must apply the baggage allowances and fees that apply at the beginning of a passenger's itinerary throughout his or her entire itinerary. In the case of code-share flights that form part of an itinerary whose ultimate ticketed origin or destination is a U.S. point, U.S. and foreign carriers must apply the baggage allowances and fees of the marketing carrier throughout the itinerary to the extent that they differ from those of any operating carrier.

CTA (Canadian Transportation Agency) Change in Interline Baggage Rules for Canada

Effectiveness and applicability

Effective for **tickets issued on or after April 1, 2015**, when participating in an interline itinerary issued on a single ticket whose origin or ultimate destination is a point in Canada.

The Agency's approach

As recommended by the CTA, air carriers should, for interline transportation where the origin or ultimate ticketed destination is a point in Canada and where such transportation has been issued on a single ticket, apply **a single set of baggage rules throughout a passenger's interline itinerary, regardless of stopovers.**

TAP policy regarding interline journeys to/from Canada

Whenever TAP is considered the selecting carrier (the carrier whose designator code is identified on the first flight segment of the passenger's interline ticket) the baggage rules applicable for the entire interline itinerary by all participating carriers will be TAP's own rules as distributed in ATPCO and presented in this document (next page) and flytap.com.

We will apply our own baggage rules through the entire passenger's itinerary.

The applicable baggage rules will be disclosed on a summary page at the end of an online purchase and on e-tickets.

In the cases where TAP is not the selecting carrier we will apply the selecting carrier's rules for the entire itinerary as determined by the GDS's.

		EUROPE (Including MA and DZ)	AFRICA v.v		ATLANTIC v.v.		
Class		Within PT and Europe	Africa - Europe	AFRICA - AMERICAS (Brazil, USA, Canada, Venezuela)	Central/South America (except Brazil) - Europe	USA/Canada - Europe	Brazil - Europe
Free Baggage Allowance	Top Executive or Executive	2 PC-32kg	2 PC-32kg		2 PC-32kg		
	TAP Plus TAP Classic TAP Basic	1 PC-23kg*	2 PC-23kg		2 PC-23kg	1 PC-23kg	2 PC-32kg
	TAP Discount	0 PC					
Victoria - Silver	All	1 extra piece with the maximum weight of 23 Kg (only permitted on journeys to/from Africa and journeys to/from Atlantic. Not permitted within PT and Europe)					
Victoria - Gold	All	1 extra piece with maximum weight according to passenger class of travel, (travelling in DISCOUNT it will be permitted 1PC 23kg)					

Notes:

-Infants are entitled to 1 piece up to 10kg, except within Europe, no allowance will be given if travelling with BRAND DISCOUNT (allowed to travel with one checked or carry on fully collapsible stroller pushchair or infants carrying basket or infants car seat which may be carried in cabin subject to availability of space).

* Between PT and Azores (and vice-versa) or PT and Madeira (and vice-versa), TAP PLUS will apply 2PC-23kg each.

BRAZIL

- Following the ANAC Government imposition, and for travels originated in Brazil, the articles below, regardless of its real dimensions, will be considered as part of the limited luggage 158cm (62 inches):

- a) Sleeping Bags
- b) Camping back pack (military type)
- c) A pair of snow skis, a pair of batons and a pair of snow boots or a snow board
- d) Golf bag including golf clubs and a pair of golf shoes
- e) A bicycle duly packed (with pedals removed and the handlebar rotated at 90°), not motorized
- f) A pair of conventional aquatic skin or a water ski of the type "Slalom"
- g) Angling equipment, consisting of the maximum of one pair of fishing rods (all properly encased), one reel, one landing net, one pair of boots and one fishing tackle box.
- h) Sporting firearms, consisting of no more than:
 - a case for rifles, containing a maximum of 2 rifles, 5 kilos (10 pounds) of ammunition, a belt for carrying ammunition, a silencer and small tools for rifles, or
 - two shotguns and two cases for shotguns, or
 - a case for guns, consisting of no more than 5 guns, 5 kilos (10 pounds) of ammunition, a silencer, a scope and small tools for guns
- i) A portable musical instrument, not exceeding 100cm (39 inches)

OTHERS:

- For **STAR ALLIANCE** RTW FARES - 2PC of 32kg either in First or Executive classes (F/C)
Or 2PC of 23kg in Economy class (Y)

3. Excess Baggage Charges

3.1. Pre-purchase of additional baggage

Pre-purchase of additional baggage is available through our Contact Center, WEB, as well as CTOs and ATOs. Pre-purchase amounts are only available right before check-in flight opens. When check-in is opened, check-in amounts will apply.

Pre-purchase special rates are only applicable for extra pieces up to 23kgs and maximum of 158cm (sum of the 3 dimensions).

3.2. Weight Concept

No longer applicable since 31DEC12

3.3. Transport of Baggage with more than 32 kg per piece

According to international occupational health and safety standards, TAP will no longer allow the transport of baggage weighing more than 32kg per piece.

Passengers must be encouraged to re-pack each bag that exceeds 32 kg.

Volumes of baggage weighing more than 32kg must be dispatched as cargo.

Charges apply per piece and per direction as follows:

PIECE CONCEPT									
		EUROPE (Including PT, MA and DZ)		Intercontinental		EXCEPTIONS			
		Europe (including MA and DZ)		Africa - Europe	Central/South America (except Brazil) - Europe	Brazil - Europe	USA/Canada - Europe	AFRICA- AMERICAS (Brazil, USA, Canada, Venezuela)	
Baggage Allowance									
Executive		2 PC-32kg		2 PC-32kg		2 PC-32kg			
Economy		1 PC-23kg **		2 PC-23kg		2 PC-32kg	1 PC-23kg	2 PC-23kg	
Economy Branded Fares (all but Discount)				NOT APPLICABLE					
Discount branded fare		0 PC							
Excess Baggage									
Excess Number		Per extra piece, with dimensions up to 158 cm							
Per Extra Piece (other than 1st bag on Discount Branded fare) - up to 23 Kg	Check-in	75 EUR / 85 USD / 110 CAD		180 EUR 200 USD 260 CAD	150 EUR 170 USD 220 CAD	110 EUR 120 USD 160 CAD	250 EUR 280 USD 360 CAD		
Per Extra Piece (other than 1st bag on Discount Branded fare) - up to 23 Kg	Pre Purchase	55 EUR / 60 USD / 80 CAD		160 EUR 180 USD 230 CAD	135 EUR 150 USD 190 CAD	100 EUR 110 USD 150 CAD	225 EUR 250 USD 320 CAD		
1st BAG (Discount Branded only) - up to 23 Kg	Check-in	35 EUR / 40 USD / 50 CAD		NOT APPLICABLE					
1st BAG (Discount Branded only) - up to 23 Kg	Pre Purchase	20 EUR / 25 USD / 30 CAD							
OverWeight		DISCOUNT		OTHER BRANDS		Within permitted Free Allowance			
From 23Kg up to 32Kg	Check-in	NA	50 EUR	100 EUR 110 USD	NA	110 EUR 120 USD 160 CAD	200 EUR 220 USD 290 CAD		
OverSize		DISCOUNT		OTHER BRANDS		Within permitted Free Allowance			
dimensions over 158 cm	Check-in	NA	75 EUR	100 EUR 110 USD	100 EUR 110 USD	160 EUR 180 USD 230 CAD	200 EUR 220 USD 290 CAD		
OverWeight and Oversize		DISCOUNT		OTHER BRANDS		Within permitted Free Allowance			
w eight up to 32Kg and dimensions over 158cm	Check-in	NA	125 EUR	200 EUR 220 USD	NA	320 EUR 360 USD 460 CAD	300 EUR 330 USD 430 CAD		
EXTRA PIECE- Excess Number and Overweight		DISCOUNT 1st PIECE ONLY		ALL BRANDS*		Per Extra Piece			
up to 32 kg	Check-in	85 EUR	125 EUR	280 EUR 310 USD	300 EUR 330 USD	220 EUR 240 USD 320 CAD	450 EUR 490 USD 650 CAD		
EXTRA PIECE- Excess Number and Oversize		DISCOUNT 1st PIECE ONLY		ALL BRANDS*		Per Extra Piece			
over 158 cm	Check-in	110 EUR	125 EUR	300 EUR 350 USD	300 EUR 330 USD	380 EUR 420 USD 550 CAD	400 EUR 440 USD 580 CAD		
EXTRA PIECE- Excess Number and Overweight and Oversize		DISCOUNT 1st PIECE ONLY		ALL BRANDS*		Per Extra Piece			
over 158 cm and up to 32 kg	Check-in	160 EUR	200 EUR	400 EUR 440 USD	400 EUR 440USD	440 EUR 480 USD 630 CAD	500 EUR 550 USD 720 CAD		

* Amounts also applicable for 2nd piece or more for DISCOUNT branded fare

** Between PT and Azores (and vice-versa) or PT and Madeira (and vice-versa), TAP PLUS will apply 2PC-23kg each.

Service Fees charges on other currencies should be converted at the BBR – Bank Buying Rate

NOTE:

For ACC-TMS/vv sector, excess baggage rates for “Within Europe” apply (prices for “Discount Branded” not applicable for this sector)

4. Special regulations

4.1 Sports Equipment

Sport equipment can be checked in free of charge as part of the passenger permitted free baggage allowance if they meet the allowed requirements: number of pieces, weight per piece and sum of dimensions.

If the sport equipment exceeds size, weight or number of pieces permitted in the free baggage allowance the following rates will apply.

NOTE: Transport of sport equipment will be subject to confirmation depending on the equipment size and/or operating aircraft.

4.1.1 Scuba Diving

4.1.1.1 General Definitions

One set of scuba diving equipment is defined as:

- One empty scuba tank, one scuba regulator, one tank harness, one tank pressure gauge, one mask, two fins, one snorkel, one knife, one spear gun and one safety vest.
- Regardless of the actual dimensions scuba diving equipment will be considered as a single piece of baggage with outside linear dims of 62 inches/158cm.
- Accepted as checked baggage only

4.1.1.2 Service Charges

Applicable per one way and per TP/NI/WI operated flight.

- Domestic and European Flights (including Morocco and Algeria) = **50 EUR**
- Intercontinental Flights = **100 EUR**

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SPEQ-SCUBA** must be issued.

4.1.2 Golf Equipment

4.1.2.1 General Definitions

Golfing equipment contained in not more than 1 golf bag, which may also include one pair of golf shoes.

4.1.2.2 Service Charges

Applicable per one way and per TP/NI/WI operated flight.

Per Set of golf equipment:

- Domestic and European Flights (including Morocco and Algeria) = **35 EUR**
- Intercontinental Flights = **75 EUR**

Maximum Weight allowed per set: 32kg

A non-refundable EMD-A for **SPEQ-GOLF** must be issued.

4.1.3 Boards

4.1.3.1 General Definitions

There must be a previous contact with TAP Reservations office in order to check if length of equipment will suit in the door of the aircraft's hold.

4.1.3.2 Rules of Acceptance

Acceptance of Surfboards and/or bodyboards presented for carriage at check-in shall follow upon the passenger signing TAP's "Declaration of Transport".

Should the passenger on whatever ground/s decline to affix his/her signature, acceptance of the equipment shall follow in accordance with the air carrier's established rules and procedures for transport of such articles. This shall include usage of Limited Release baggage tags whenever applicable.

Implementation of acceptance procedures for transport shall be as defined under the General Conditions of Carriage (Passenger and Baggage) or as indicated in the Passenger Handling Manual.

4.1.3.3 Service Charges

Applicable per one way and per TP/NI/WI operated flight.

BOARDS UP TO 200 cm TALL

- Domestic and European Flights (including Morocco and Algeria) = **50 EUR**
- Intercontinental Flights = **100 EUR**

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SPEQ-SURF** must be issued.

BOARDS OVER 200 cm TALL (Longboards)

- Domestic and European Flights (including Morocco and Algeria) = **100 EUR**
- Intercontinental Flights = **150 EUR**

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SPEQ-LONGBRD** must be issued.

NOTE

- Boards must be duly carried in an appropriate bag.

Declaration of Transport in annex "A"

4.1.4 Kitesurf and Windsurf

4.1.4.1 Service Charges

Applicable per one way and per TP/NI/WI operated flights

KITESURF

- Domestic and European Flights (including Morocco and Algeria) = **50 EUR**
- Intercontinental Flights = **100 EUR**

NOTE:

- Equipment must be duly carried in an appropriate bag.

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SPEQ-KITE** must be issued.

WINDSURF

- Domestic and European Flights (including Morocco and Algeria) = **100 EUR**
- Intercontinental Flights = **150 EUR**

NOTE:

- Equipment must be duly carried in an appropriate bag.

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SPEQ-WIND** must be issued.

4.1.5 Paraglider/Deltaglider

4.1.5.1 General Definitions

It's considered large dimension sport equipment and is only accepted as excess baggage in hold. There must be a previous contact with TAP Reservations office in order to check if length of equipment will suit in the door of the aircraft's hold.

4.1.5.2 Service Charges

Applicable per one way and per TP/NI/WI operated flight.

Per bag equipment:

- Domestic and European Flights (including Morocco and Algeria) = **100 EUR**
- Intercontinental Flights = **150 EUR**

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SPEQ-PARAGLI** must be issued.

4.1.6 Hangliding

4.1.6.1 General Definitions

It's considered large dimension sport equipment and is only accepted as excess baggage in hold. There must be a previous contact with TAP Reservations office in order to check if length of equipment will suit in the door of the aircraft's hold.

4.1.6.2 Service Charges

Applicable per one way and per TP/NI/WI operated flight.

- Domestic and European Flights (including Morocco and Algeria) = **100 EUR**
- Intercontinental Flights: = **150 EUR**

NOTE:

- Equipment must be duly carried in an appropriate bag.

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SPEQ-HANGGLI** must be issued.

4.1.7 Snow/Water Ski Equipment

4.1.7.1 General Definitions

Snow/Water Ski Equipment consisting of one pair of skis, one pair of ski poles, one pair of boots or one snow board, one pair of boots or one pair of standard water skis or one slalom water ski.

4.1.7.2 Service Charges

Applicable per one way and per TP/NI/WI operated flight.

Per bag equipment:

- Domestic and European Flights (including Morocco and Algeria) = **50 EUR**
- Intercontinental Flights: = **100 EUR**

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SPEQ-SKIS** must be issued.

4.1.8 Bikes & Tandems

4.1.8.1 General Definitions

One bicycle (non-motorized), single seat or tandem seat, touring or racing bicycle.

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.

4.1.8.2 Service Charges

Applicable per one way and per TP/NI/WI operated flight.

BIKE

- Domestic and European Flights (including Morocco and Algeria) = **50 EUR**
- Intercontinental Flights = **100 EUR**

Exception:

- Following the ANAC Government imposition, **travels originated in Brazil**, will benefit of the transportation of a bicycle duly packed (with pedals removed and the handlebar rotated at 90°), not motorized considered as part of limited luggage 158cm-62inches.

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **BIKE** should be issued.

TANDEM

- Domestic and European Flights (including Morocco and Algeria) = **100 EUR**
- Intercontinental Flights = **150 EUR**

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **OTSE** should be issued.

4.1.9 Pole Vaulting equipment

4.1.9.1 Service Charges

Applicable per one way and per TP/NI/WI operated flight.

Per bag equipment:

- Domestic and European Flights (including Morocco and Algeria) = **100 EUR**
- Intercontinental Flights = **150 EUR**

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SPEQ-PVAULT** must be issued.

4.1.10 Angling equipment

4.1.10.1 General Definitions

One item of angling equipment means one fishing tackle box, one landing net, one pair of fishing rods (all properly encased), one reel, 2 rods.

4.1.10.2 Service Charges

Applicable per one way and per TP/NI/WI operated flight.

- Domestic and European Flights (including Morocco and Algeria) = **50 EUR**
- Intercontinental Flights = **100 EUR**

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SPEQ-FISHING** must be issued.

4.1.11 Other Sports Equipment

4.1.11.1 General Definitions

All other sports equipment not mentioned on previous chapters are charged according to their weight and/or size.

4.1.11.2 Service Charges

- Domestic and European Flights (including Morocco and Algeria) = **100 EUR**
- Intercontinental Flights: = **150 EUR**

NOTE:

- Equipment must be duly carried in an appropriate bag.

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SPEQ-OTSE** must be issued.

Service Fees charges on other currencies should be converted at the BBR – Bank Buying Rate

4.2 Animals

4.2.1 General Definitions

Depending on the animal(s) size and/or weight (animal plus container), animal(s) may be accepted:

In Cabin	– PETC	(up to 08 kg)
In Hold	– AVIH	(up to 45 kg) *
In Cargo	– UBAG	(over 45 kg) reservations only by Cargo Dpt.

- When acceptable for carriage by air, except for seeing eye/hearing dogs, animals must be in a suitable container.
- When a request is received from a passenger for the carriage of an animal, full details of the type of animal, weight/length/height and the size of the container must be recorded in the PNR. If an interline journey is involved, authority for the animal to accompany the passenger must be obtained from all participating airlines. A SSR supplementary item will include the request for the animal to travel.

***On certain routes, by law, the maximum weight will be restricted to 32 kg. To/from/via the following countries it's only accepted AVIH until 32kgs (total animal + container).**

- ✓ **USA**
- ✓ **Hungary**
- ✓ **France**
- ✓ **Netherlands**

4.2.2 General conditions of acceptance

- Animals must be accompanied by a passenger.
- Must be cleaned, healthy, harmless, odourless and not pregnant.
- Must be accommodated in a leak-proof container and kept in it during the whole flight
- The passenger provides sufficient food and water for the journey.
- The passenger is responsible for providing all necessary documents such as import/export/transit permits, health and vaccination certificates etc.
- The passenger must sign the shipper's certification for live animals -TAP mod.904-.
- AVIH acceptance to LUANDA (since 05MAY11):
 - a) If passenger starts travelling in Lisbon, the animal must be booked as cargo and passenger needs to contact Cargo Department;
 - b) If passenger travels from another point via Lisbon to Luanda, then the animal is allowed to travel as – AVIH - .
- Whenever booking passenger on direct connection flights, within 24hrs interval, pet must be booked as -AVIH- for such flights, if at least one of aircraft type involved is wide-body aircraft.
- **PETC/AVIH will not be accepted on flights destination/transiting United Kingdom.**
- **PETC/AVIH will not be accepted on flights destination/transiting South Africa and Republic of Ireland, unless manifested as Cargo - see TIM.**
- **PETC/AVIH will not be accepted on GOL (G3) and AZUL (AD) flights. Passenger must contact directly each airline.**

PETC – Animal in Cabin

1. Definition

Pets in cabin are small domestic animals such as dogs and cats or service animals, such as seeing-eye and hearing dog transported in the passenger cabin.

2. Conditions of Acceptance

- The maximum weight of the animal, including the container is **8 kg**.
- The size of the container **cannot exceed: length-45cm, width-30cm, height-23cm**.
- The container may include more than one animal of the same kind, that are used to cohabit, but for limit purposes will be counted as one.
- Each passenger may not carry more than one container.
- Small cats or dogs can be carried in economy class and in executive class on most TAP equipments (C-class not accepted on wide body aircrafts). Availability facility must be checked.
- The weight of the animal plus the container must be charged as excess baggage and will never be included in the free baggage allowance of the passenger.
- Transportation of animals in cabin is subject to governmental regulations.

AVIH – Animal in Hold

1. Definition

Animals in hold are domestic animals such as dogs, cats, birds, etc. and other small warm-blooded animals transported as checked baggage in the aircraft hold.

2. Conditions of Acceptance

- The maximum weight of the animal, including the container is **45 kg**.
Exception of countries bellow, that by law the maximum weight possible to accept is 32kgs.
 - ✓ USA
 - ✓ Hungary
 - ✓ France
 - ✓ Netherlands
- The animal container must be large enough that the animal can stand upright and move, clean, leak/escape/claw-proof, fit for air transportation and handling, adequately ventilated on at least 3 sides.
- The weight of the animal plus the container must be charged as excess baggage and will never be included in the free baggage allowance of the passenger.
- Transportation of animals in hold is subject to requirements in the IATA Live Animals Regulations and also governmental regulations.

UBAG – Animal transportation dispatched as cargo

1. Definition

Applicable when the weight of the animal, including the container, exceeds 45 kg or 32kgs if travelling to/from/via the countries bellow:

- ✓ USA
- ✓ Hungary
- ✓ France
- ✓ Netherlands

UBAG code is only used by Cargo Department. Reservations and charges can only be made by this department.

2. Conditions of Acceptance

- The transport must be within the passenger ticket itinerary.
- The animal must be delivered for transport **4 hours** prior to the flight schedule. **Conditions/Schedule/Charges for acceptance may vary according the departure Station.**
- Passenger must provide all necessary documents and be responsible for any additional charges held at destination.
- Ticket number and flight/date must be inserted at AWB - Accounting information box.
- TAP has the ultimate decision on which flight the animal will be transported.
- AVIH and UBAG cannot be carried on ER4 and BEH aircrafts.
- AVIH as UBAG will not be acceptable on flights to MPM.

For further information the **Cargo Department** must be consulted.

4.2.3. Service Charge

	PETC		AVIH		CARGO	
	Animal in Cabin		Animal in Hold		Animal dispatched as CARGO	
Weight	up to 8kg	up to 32kg	over 32kg and up to 45kg	over 45kg and up to 70kg	over 70kg and up to 100kg	
Domestic Flights	35 EUR	70 EUR	130 EUR	160 EUR	190 EUR	
Within Europe/Morocco/Algeria	70 EUR	100 EUR	200 EUR	270 EUR	340 EUR	
Intercontinental Flights	150 EUR	200 EUR	300 EUR	380 EUR	480 EUR	

Service Fees charges on other currencies should be converted at the BBR – Bank Buying Rate

NOTES:

- **Charges presented for UBAG are only valid exit Portugal, other countries may apply different amounts and taxes.**
- For travel between Lisbon and Luanda, the transport of animals in hold cannot be accepted. Please advise the passenger to previously contact the Cargo Department.
- PETC/AVIH will not be accepted on flights destination/transiting the UK.

Note: Only dogs recognized as "service animals" (SVAN) may be authorized for transportation in the cabin on TAP flights to/in transit in the United Kingdom. Other animals are not accepted for transportation, neither in the cabin nor in the hold, into the United Kingdom. However animals (including "service animals" (SVAN)) are permitted for transportation out of the United Kingdom.

- On TAP Code Share flights not operated by TAP, operating carrier policy will apply.

A non-refundable EMD-A for **PETC** (up to 8kg) or **AVIH-NORM.** (up to 32kg) or **AVIH-LARGE.** (over 32kg and up to 45kg) must be issued.

4.2.4. Service Animals – SVAN/ESAN

4.2.4.1 Definition

SVAN - Service animal

Is a seeing-eye, hearing or assistant dog that is trained and able to provide assistance to a qualified person with a disability (blind, deaf or paraplegic passenger).

These dogs have identification card supplied by the recognized organization which trained them.

Important Note:

Acceptance of assistance dogs – SVAN:

- for UK has special requirements
- **please check carefully GP ANI MS513**

ESAN - Emotional Support/Psychiatric Assistance

The dog must

- Be harnessed.
- Not be allowed to move around in the cabin.
- Not occupy a seat.
- Be identified as a service animal (except the emotional support dog).

Passengers must observe the relevant animal welfare regulations and legal requirements and make sure that he/she has all the necessary documents.

Documentation proving that dog has been officially trained and certified must be presented at check-in.

Emotional support dog does not need to have specific training for that function but must be trained to behave appropriately in a public setting.

Important Note:

Acceptance of assistance dogs – ESAN:

- Not accepted on TP Operating Flights to UK
- Not accepted on wide body C-compartment, except on flights to/from USA (not applicable to connecting flights) that has special requirements
- **please check carefully GP ANI MS344**

4.2.4.2 Conditions of acceptance of SVAN or ESAN

ESAN - emotional support dog acceptance requires:

- * 48-hour advance notice
- * MEDIF

Final confirmation to the passenger shall not be given until a positive reply is received from TP-doctor. Depending on doctor's decision, either insert

SR ESAN *Emotional Support Dog

or

handle the request as Meda-Case -as per MEDIF info-.

SVAN

Should be booked prior to the flight departure.

- **Dogs' transportation in the cabin or in the hold is free of charge.**
- When travelling in the hold the dog must be in a container.

NOTES:

- Check procedures for PETS arriving from E.U. countries.

4.3. Firearms and Ammunition

4.3.1 General Definitions

Passengers shall not be permitted to retain custody of ammunition, firearms and other weapons in the passenger cabin.

Ammunition, firearms and other weapons shall only be accepted as checked baggage for carriage in the aircraft hold.

Firearms shall be unloaded, dismounted and suitably packed for such carriage.

Military weapons may not be carried as checked baggage.

Weapons or ammunition with explosive or incendiary projectiles may not be carried as checked baggage.

Any firearms and ammunition which are permitted for transportation must be checked in and carried in hold -carriage in the cabin is not permitted.

Firearms and ammunition classified as «war material» may not be carried into, out or above Switzerland.

The U.S. Bureau of Alcohol, Tobacco and Firearms (A.T.F.) requires all non-immigrant aliens temporarily bringing firearms or ammunition into the United States for lawful hunting or sporting purposes to first obtain an approved-form-import permit from A.T.F..

Transportation of firearms and ammunition is under the passengers own responsibility.

Pieces of baggage containing ammunition will not carry in quantities exceeding 5kg per passenger.

1 Acceptance of firearms and ammunition

The following items are accepted for transportation in hold:

- Sporting guns, sporting pistols/revolvers, sporting rifles, hunting rifles and ammunition

4.3.2 Service Charge

Firearms and ammunition transport is subject to the payment of a flat charge of **25 EUR**.

A non-refundable EMD-A for **WEAP** must be issued.

NOTE:

For official journeys involving national security elements special regulations may apply.

Please contact **Stations Management** area.

4.4 Musical Instruments

4.4.1 Recommendations

TAP will accept the transport on hold of musical instruments weighing up to 45kg or 32kgs if travelling to/from/via the countries below:

- ✓ **USA**
- ✓ **Hungary**
- ✓ **France**
- ✓ **Netherlands**
- ✓ **United Kingdom**

And with dimensions up to 190cm x 75cm x 65cm, provided that TAP has been notified at the time of booking or at least 24 hours before flight.

When transported as checked baggage, musical items must be properly packaged in a rigid and/or hard shell container specifically designed for shipping such items.

The passenger is responsible for properly prepare a musical instrument for travel.

A service charge is applicable for the transport of these items on hold and may not be included in the passengers free baggage allowance.

4.4.2. Service Charge

Musical instruments can be checked in free of charge as part of the passenger permitted free baggage allowance if they meet the allowed requirements: number of pieces, weight per piece and sum of dimensions.

If this equipment exceeds size, weight or number of pieces permitted in the free baggage allowance the following rates will apply.

Musical Instruments			
Weight	up to 23kg	over 23kg and up to 32kg	over 32kg and up to 45kg
Within PT and Europe (including MA/DZ)	50 EUR	100 EUR	200 EUR
Intercontinental Flights	150 EUR	200 EUR	300 EUR

Service Fees charges on other currencies should be converted at the BBR – Bank Buying Rate

NOTES:

- This service charge is only valid for TAP operated flights.
- On TAP Code Share flights not operated by TAP, operating carrier policy will apply.

A non-refundable EMD-A for **MUSS** (up to 23kgs) or **MUSM** (over 23kg and up to 32kg) or **MUSL** (over 32 and up to 45kg) must be issued.

II –SERVICE FEES

1. Ambulances

1.1. Service Charges

Whenever required for transportation within the airport, TAP shall request an ambulance at a flat charge of **250 EUR (*)**.

Applicable per one way and only in case there is a transfer from one flight to another in Portugal.

(*) Exception – LHR Airport Ambulance Service Charge

Every time there is a MEDA case to/from LHR airport and airport's ambulance is requested, STCR reservation will only be confirmed after TAP's receives the EMD payment confirmation from passenger or agency.

This rule will be applied either for departure or arriving at LHR airport.

The following charges apply:

Ambulance – 150 GBP

If a hi-lift is needed – 325.50 GBP

A non-refundable **EMD-A for AMBU** must be issued.

2. Unaccompanied Minors/Escort Person

2.1 Unaccompanied Minor

2.1.1 General Definitions

Child/children - Persons of an age of 2 years and above but who are less than 12 years old;
Infant - A person under the age of 2 years old.

An Unaccompanied Minor is a child aged between 5 and 11 years old not being accompanied by an adult.

A passenger of at least 16 years of age may accompany a child on condition that he/she is capable of looking after the child during the entire trip, including check-in formalities, customs, etc.

Exceptions:

- The unaccompanied procedure may also be applied for young passengers from 12-17 years – inclusive - of age, on special request from the parents or appointed guardian, or in case of doubt about his/her ability to travel alone.
- Minors under 2 years of age must always be accompanied by an adult. Accompanying adult must be at least 18 years old and be capable of looking after the infant during the entire trip, including check-in formalities and customs. If there is no adult to accompany the infant, an escort hostess must be appointed and this service will be paid for.
- Minors under 3 months of age are not accepted to travel neither as UMNR nor by a company escort (ESHO).
- Minors over 3 months and under 5 years of age can be accepted provided that a TAP Escort person (ESHO) is requested by parents/legal guardians. An escort person may take care of more than one child but a maximum of one infant. Several escort persons may be necessary to escort large groups.

Note: Minors over 2 years and under 5 years of age may be accompanied by a passenger with more than 12 years and under 16 years. In this case is required UMNR procedures and fee for each, otherwise it must be required TAP Escort Person (ESHO) for the minor over 2 years and under 5.

- It is also considered an UMNR a child occupying a seat in a different cabin from the adult, in flights operated with more than one class of service.
- Tap staff is not authorised to endeavour for other passengers to escort minors during the trip.

2.1.2 TAP conditions for acceptance

UMNR are accepted to travel provided that:

- Travel arrangements including delivery of the minor to the airport and pick up at destination are made by the parents/legal guardians or their authorised representative.
- The accompanied person must stay there until the aircraft has taken off. The persons above referred must fill in and sign handling advice for UMNR.
- The entire journey is confirmed at time of ticket issuance.
- Night stops are not allowed unless parents, legal guardians have made arrangements for the minor at the layover airport to be met on arrival and escorted on departure by an adult.
- In case of an escort person the parents/legal guardians of the minor will be charged of any expenses at point of stopover or overnight stops.
- There is a limit of 11 UMNR in "Y" class and 2 UMNR in "C" class compartment.

2.1.2.1 Flight Connections

- **TAP/TAP**

Unless a person has been designated to meet the minor at the transfer station and takes care of him until he is handed over to TAP for onward travel, stopovers and/or overnight stops are not allowed. When the minor is escorted by a TAP escort hostess his/her parents or legal guardian will be charged of any expenses at point of stopover or overnight stops.

- **TAP/Other carriers**

Stopovers and/or overnight stops will be permitted if there is a person designated to meet the minor at the transfer station and to hand him over to the receiving carrier.

- **Other carriers/TAP**

Whenever TAP acts as receiving carriers the acceptance of the minor will be considered as local. The issuance of the handling advice for UMNR can be replaced by an identical form presented by the delivering carrier as a guarantee.

2.1.3 Interline Conditions of Acceptance

Each airline has its own rules regarding the age at which they accept a child travelling unescorted. So, when making interline reservations always request the space, advising the carrying airlines that passenger is an UMNR, mentioning age and enquiring the conditions of carriage.

The air journey must not be initiated until all the participants have confirmed the space and advised the conditions of carriage.

GOL (G3) and AZUL (AD) do not accept UMNR service booked in a TAP reservation. Passenger must contact and book this service directly with each airline.

2.1.4 Service Charges-UMNR/ YOUNG PAX

- **50EUR** for European and Domestic destinations
- **100EUR** for Intercontinental destinations

Applicable as follows:

- Per one way;
- Per through flight if TAP online;
- Per UMNR
- Parties of UMNR travelling together will pay **one charge per each UMNR, repeat per each UMNR, even if brothers**

An EMD-A for **UMNR** must be issued.

This UMNR Service Charge will be refundable if the request (SSR) is cancelled before flight departure.

2.2 Escort Person

2.2.1 General Definitions

Upon request of parents or legal guardians TP can provide an escort person for minors aged between 3 Months and 05 Years (excluded).

The parents or authorized persons have to arrange the necessary travel documents for the minor.

The minor must be accompanied to the airport and assisted with the check-in and customs formalities by parent's or legal guardians or somebody authorized by them and stay at the airport until the flight leaves.

He/she must be met at the destination airport by one of the authorized persons.

A handling advice for minors must be completed and signed by the parents or authorized persons.

Special procedures and deadlines have been established in order to avoid loss of revenue to the airlines, caused by minors being no-show.

Before any booking is made, the person requesting it must be well aware of the conditions, in particular the consequences of a late cancellation, or no-show.

An escort person may take care of more than one child but a maximum of one infant.

2.2.2 Service Charges

Charge for the escort person is full applicable normal ONE WAY // OW// fare for the escorted leg, to be collected per party travelling together to the same final destination.

////////// An EMD-A for ESHO must be issued to cover the service charge //////////

Child / infant pay 100 percent of applicable normal or special adult fare.

NOTES:

- YOW TAP fares, when existing, will apply.
- except to/from VXE/RAI/SID/OXB/MPM/TMS/LAD :
BOW class fares shall apply instead of YOW class fares
- Within Europe (including MA and DZ) **Y fare of BRAND PLUS** will apply (ex: Y_PLU_)
- Do not charge airport taxes for ESHO.

An EMD will be issued in the INF/CHD PNR, after the creation of the TST.

After the issuance of the EMD, its number must be inserted in the Endorsement box of the passenger TST. **This service is non-refundable if the minor is no-show or the additional escort is cancelled less than 4 days from departure.**

Infants may not be accepted for travel within the first seven – 7 – days after birth, except as a medical case. For reasons of in-flight safety, many airlines restrict the number of infants allowed to accompany an adult.

One adult is only allowed to travel with **one infant** on TP flights. If there is **a second infant, an ESCORT PERSON** must be requested and paid for.

3. Extra Seat

3.1 Extra seat for comfort or medical reasons, bulky or fragile articles, musical instruments or diplomatic baggage

3.1.1 General Definitions

An extra seat is an unoccupied seat in front of the passenger's seat or adjacent to the passenger.

A passenger may require the use of an additional seat, for comfort, medical reasons, to carry bulky or fragile articles, musical instruments or diplomatic baggage.

3.1.2 Service Charges

- For the extra seat charge same fare and YQ as applied to passenger.
- Charge applicable for each seat occupied.
- The value charged is the fare plus YQ applicable to the routing where the passenger uses the extra seat.
- ID/AD/IT discounted fares are excluded. In such cases collect the lowest fare applicable to the routing where the passenger uses the extra seat.
- Penalty for changes also applies to the extra seat.

NOTE - If a passenger travelling on a round trip, only uses the extra seat on one segment, then the lowest available fare PLUS YQ to such **one way segment** applies.

3.2 Infant Car Seat

Infants are not allowed to occupy a seat unless seated in an infant car-type seat.

A car-type infant seat must be placed on a regular cabin seat-front or rear facing, subject to the following conditions:

- For infants only/up to 2 years of age
- The car-type seat has to be approved for air transport by an official state department
- The base of the car-type infant seat may not exceed the dimensions of 40x40cm/ 15.7 x 15.7inches
- The infant seat must have shoulder belts for the infant.
- A window seat has to be allocated for the infant, but never in an emergency row - or row immediately in front of or immediately behind the emergency row.
- SSR CKIN has to be entered in the PNR to show that the seat is blocked for the car-type infant seat

3.2.1 Service Charges

- A regular passenger seat must be booked for the infant and an applicable child fare paid.
- The applicable child fare shall be paid and a child ticket issue accordingly.

3.3 Child Car Seat

A child up to 5 years old may carry a car-type seat for accommodation on board.

The use of car-type seat is accepted and placed on a regular cabin seat, front facing, subject to the following conditions:

- Only for children up to 5 years of age.

- The car-type seat has to be approved for air transport by an official state department of any country and within its validity – see the car-type label information.

Note: It shall be approved for motor vehicles and/or air transport by an official state authority and according to:

- UN standard ECE R 44, -03 or later series of amendments;
- Canadian CMVSS 213/213.1;
- US FMVSS No 213;

and are manufactured to these standards on or after February 26, 1985. US approved CRDs manufactured on or after this date must bear the following labels:

“This child restraint system conforms to all applicable federal motor vehicle safety standards” and “This restraint is certified for use in motor vehicles and aircraft. CRD’s qualified for use in aircraft according to the German Qualification Procedure for Child Restraint Systems for use in aircraft. (TÜV Doc.: TÜV/958-01/2001)”.

- The base of the car-type seat may not exceed the dimensions of 40 x 40 cm /15.7 x 15.7 inches
- The car-type seat must have shoulder belts
- A pre-notification (SSR CKIN* ...) is recommended in order to inform check-in staff that passenger will travel with a car-type child approved seat.

3.3.1 Service Charges

None applicable. Included in the child free baggage allowance.

3.4 Leg rest

Not available on TAP flights.

3.4.1 Service Charges

Book and charge extra seat. Apply same fare and YQ as for the passenger.

4. Oxygen

4.1 General Definitions

There is always oxygen on board for emergency situations.

If a passenger needs supplementary oxygen during the flight, TAP will supply it against the payment of a surcharge.

TAP medical services in Lisbon have a final decision on the acceptance of these cases. So information on - MEDIF PART 2 - must be always sent via e-mail to medical.cases@tap.pt or to the local TAP doctor, if any. Fax number (00 351) 21 8415880 remains valid.

TAP doctor will indicate on -INCAD PART 1- the frequency of flow and this information must be included in the request message to the line maintenance services.

These passengers shall be accepted under conditions specified by TAP doctor.

Oxygen is provided with a mask included and, please note, that mask has a unique size. There is no mask for children.

Passengers requiring oxygen have to be escorted except those authorized by TAP doctors and who are able to travel alone and supply the oxygen to themselves.

The crew members are not allowed to supply oxygen to the passengers.

Transportation of oxygen units provided by the passenger is not allowed.

Oxygen tents are never accepted.

4.2 Service Charge

Charges are applicable per one way:

The service charges are applicable per through flight only if travel is TAP online till final destination and they are non-refundable.

- **Domestic** Continuos Flow - EUR 150
 Non Continuos Flow - EUR 80
- **Europe** Continuos/Non Continuos Flow - EUR 170
- **Intercontinental** Continuos/Non Continuos Flow - EUR 300

A non-refundable EMD-A for **AOXY** should be issued.

5. Incubator

5.1 General Definitions

In such cases, the carrier provides the electricity for the on-board operation of incubators for the transportation of babies.

TAP does not provide incubators. They shall be required from local hospitals by the infant's family.

Notes:

- Infants in incubator have to be considered as medical case –MEDA. Apply procedures for medical clearance according to IDS -GMEDA -page title/ procedures for medical clearance
- The infant must be escorted by a physician or qualified person. A second escort passenger can also be accommodated next to the incubator.
- Only 1 incubator is allowed per flight. 2 infants can be accepted in the same incubator.
- Neither the flight nor the facility is allowed under waiting list.

5.2 Service Charge

A baby travelling in an incubator will pay the applicable **infant fare** plus a surcharge equal to:

- **4 x Full Normal Adult** "Y" Class OW Fare for GLOBETROTTER model
- **6 x Full Normal Adult** "Y" Class OW Fare for AIRBORNE model
-

NOTES:

- YOW TAP fares, when existing, will apply.
- except to/from BVC/VXE/RAI/SID/OXB/MPM/TMS/LAD: BOW class fares shall apply instead of YOW class fares.
- Within Europe (including MA and DZ) **Y fare of BRAND PLUS** will apply (ex: Y_PLU_)
- No fee is applicable for no-show or cancellation.
- Do not charge airport taxes for incubator.
- At some airports a special elevator vehicle is available. This vehicle should be used at no extra charge.
- Accompanying person will pay any applicable economy class fare.

An EMD-A for MEDA should be issued.

6. Stretcher

6.1 General Definitions

- Stretchers are always installed in economy class.
- Stretcher is mandatory accompanied.
- TAP accepts injured passenger in vacuum mattress. Check details below for vacuum mattress.
- As a rule only one stretcher is installed per flight although in urgent cases a second may be considered.
- Two of the blocked seats may be used by travel companions. TAP only requires one accompanying person.
- Final confirmation to the passenger cannot be given until a positive reply from LISKRTP is received concerning the confirmation of the equipment.
- INCAD doc. holding 2 Parts must be produced.
- Passenger's doctor fills in complete and accurately MEDIF Part 2. Passenger or someone on his/her behalf must sign the Passengers Declaration on INCAD Part 1

Notes:

- Stretcher is considered a medical case
- The passenger must be escorted
- Stretcher requests are inventory controlled
- Mandatory seating applies -special seats on board
- Waitlist not allowed either for the facility or the flight
- 1 stretcher per aircraft - exceptionally 2 stretchers may be accepted

6.2 Service Charge

TAP surcharge for Stretcher is:

- **4 x Full Normal Adult "Y" Class OW Fare**

NOTES:

- YOW TAP fares, when existing, will apply,
- except to/from VXE/RAI/SID/OXB/MPM/TMS/LAD :
BOW class fares shall apply instead of YOW class fares
- Within Europe (including MA and DZ) **Y fare of BRAND PLUS** will apply (ex: Y_PLU_)
- Amount to be charged as a Q surcharge on the fare calculation and add it to the total of passenger's ticket
 - No fee is applicable for No-show or cancellation.
 - Do not charge airport taxes for STCR.
 - At some airports a special elevator vehicle is available. For stretcher cases this vehicle should be used at **no extra charge**, for the passenger.
- **Passenger and accompanying person pay any applicable economy class fare.**

7. Wheel Chairs

7.1 General Definitions

Passengers with severe or total mobility incapacity normally request wheelchair which is identified as WCHC.

Most of those passengers travel accompanied. Some passengers however do state they are self-reliant to assure their own physical needs independently in flight.

Based on such passenger's freedom of choice and on their own statement of self-reliance, TAP accepts such passengers to travel unescorted but it is not obliged to provide them any on-board assistance that contravenes passenger's statement of self-reliance.

Please note that unescorted WCHC cases are still an exception and shall be considered as such. Passengers requiring WCHC who intend travel unaccompanied must be well advised of Tap's non obligation of providing them any special assistance if they decide travel unescorted.

Notes:

- WCHC is not a medical case, unless passenger's health condition requires medical approval to travel.
- WCHC facility is inventory controlled.
- Transportation includes a narrow body wheelchair or a carrying seat.
- Many incapacitated passengers are passengers with reduced mobility.
- Some want to take their own wheelchairs for travel. Some others require wheelchairs from the airport services.
- Sunday and bank holidays selling office must coordinate request with -LISRKTP
- TAP can support 3 wheelchairs:
 - **WCHR** - Passengers who can ascend and descend steps and move in the aircraft cabin, but who require a wheelchair for distance to/from aircraft.
 - **WCHS** - Passengers who cannot ascend and descend steps but who can move in the aircraft cabin. They require a wheelchair for distance to/from aircraft and must be carried up/down steps.
 - **WCHC** - Passengers who are completely immobile. They require a wheelchair to/from the aircraft and must be carried up/down the steps and to/from their seat.

7.2 Service Charge

TAP does not charge for wheelchairs.

One passenger's own wheelchair or one wheelchair supplied by TAP, a pair of crutches or a limb device, are free of charge.

If passenger carries own wheelchair, enter one of the following SSRs as applicable:

- WCMP - Wheelchair Manual Power
- WCBD - Wheelchair Dry Cell Battery or Non Spillable Battery
- WCBW - Wheelchair Wet Cell Battery or Spillable Battery
- WCLB - Wheelchair Lithium Ion Battery

At some airports a special vehicle is available. For Wheel Chairs cases this vehicle should be used at **no extra charge**, for the passenger.

At **NYC/LHR/CPH** stations, the assistance to passengers requiring WCHC is granted by private specialized staff, but no charge is collected from the passengers for such service. Only TAP is charged.

8. Blind/Deaf Passengers

8.1 General Definitions

Conditions of acceptance of seeing-eye dogs:

- Dogs transportation in the cabin or in the hold is free of charge.
- When travelling in the cabin the dog must be properly leashed and will not be permitted to move around the cabin or to occupy a seat.
- When travelling in the hold the dog must be in a container.

8.2 Service Charge

Transportation of seeing-eye dogs in the cabin or in the hold is free of charge.

9. Refund Fee

9.1 Service Charge

- For fully unused tickets there will be a refund fee of EUR25, even for normal fares.
- In case tickets are already subject to a refund penalty, either apply penalty or refund charge, whichever is higher.
- The penalty or refund charge will be deducted from the refund value.
- Exempt from this charge are:
 - ID, AD and DG tickets (are subject to different amounts of fee)
 - ETKT's sold directly by TAP, including ETKT's sold by TAP online Internet service
 - Tickets for which the refund request is made directly by Travel Agents to BSP
 - Infant fares
 - Involuntary refunds due to death of passenger or in the immediate family

Service Fees

VALUES PER OW

Per bag equipment with weight up to 32kg		Domestic Europe Morocco and Algeria	Intercontinental Flights
Scuba Diving		EUR 50	EUR 100
Golfing Equipment		EUR 35	EUR 75
Boards (up to 200cm)		EUR 50	EUR 100
<u>The boards transportation only should accept in case of passenger signed a declaration of transport: If passenger doesn't accept sign the declaration of transport, TAP must verify each bag and each board. If the verify isn't possible TAP should not transport the boards.</u>			
Longboards (over 200cm)		EUR 100	EUR 150
<u>The boards transportation only should accept in case of passenger signed a declaration of transport: If passenger doesn't accept sign the declaration of transport, TAP must verify each bag and each board. If the verify isn't possible TAP should not transport the boards.</u>			
Kitesurf		EUR 50	EUR 100
Windsurf		EUR 100	EUR 150
Deltaglider / Paraglider		EUR 100	EUR 150
Hangliding		EUR 100	EUR 150
Snow/Water Ski		EUR 50	EUR 100
Bike		EUR 50	EUR 100
Tandem bike		EUR 100	EUR 150
Vaulting Poles		EUR 100	EUR 150
Angling		EUR 50	EUR 100
Other sports equipment		EUR 100	EUR 150
PETC	Up to 8kg	Domestic Europe/Morocco/Algeria EUR 35 EUR 70	EUR 150
AVIH (animal in hold)	Up to 32kg	Domestic Europe/Morocco/Algeria EUR 70 EUR 100	EUR 200
	Over 32kg and up to 45kg	Domestic Europe/Morocco/Algeria EUR 130 EUR 200	EUR 300
UBAG (animal as Cargo)	Over 45kg and up to 70kg	Domestic Europe/Morocco/Algeria EUR 160 EUR 270	EUR 380
	Over 70kg and up to 100kg	Domestic Europe/Morocco/Algeria EUR 190 EUR 340	EUR 480
Musical Instruments (in hold)	Up to 23kg	EUR 50	EUR 150
	Over 23kg and up to 32kg	EUR 100	EUR 200
	Over 32kg and up to 45kg	EUR 200	EUR 300
Arms and Ammunition		EUR 25	
Ambulances		EUR 250	
UMNR		EUR 50	EUR 100
ESHO		1 X Full applicable Y normal OW. Within Europe (including MA/DZ) Y_PLU will apply CHD/INF pays 100% of applicable adult fare.	
Extra seat		Same fare plus YQ as paid by the passenger for each extra seat	
Oxygen	Continuos Flow	Domestic: EUR 150 European: EUR 170	EUR 300
	Non Continuos Flow	Domestic: EUR 80 European: EUR 170	EUR 300
Incubator		Globetrotter T1100/T1500 4 times full normal adult Y class one way fare *	
Stretcher		4 times, full normal adult Y class one way fare * * Except to/from SID/RAI/XE/BVC/OXB/TMS/MPM/LAD - B OW class shall apply instead of Y OW class; YOW TAP fares will apply, when existing; Within Europe (including MA/DZ) Y_PLU will apply; Pax and Accompanying persons shall pay the applicable fare	
Wheel Chairs		Free of charge	
Blind/Deaf Passengers		Seeing Eye/Hearing Dog - Free of charge	
Refund Fee		EUR25	

Service Fees charges on other currencies should be converted at the BBR – Bank Buying Rate

Annex A

(Declaration of Transport)

DECLARAÇÃO DE TRANSPORTE

Pela presente declaro ter conhecimento de que a responsabilidade da TAP PORTUGAL pelo transporte do meu equipamento de surf, composto por um saco contendo ____ (____) prancha(s) de surf/bodyboard, poderá, nos termos da Convenção de Montreal, ser limitada ou excluída, no caso de ocorrência de dano ou avaria, se tal dano ou avaria resultar de defeito, natureza ou vício próprio do referido equipamento, de embalagem defeituosa do mesmo, ou de ação ou omissão negligente ou dolosa da minha parte.

Mais declaro que o referido equipamento foi apresentado no balcão de "check-in" da TAP Portugal embalado por mim, não tendo por esse motivo sido objeto de verificação por parte da TAP Portugal ou dos seus agentes autorizados

A presente declaração é feita em _ de _____ de 201_.

Identificação do Transporte:

Voo: _____

Percurso: _____

Data: _____

Nome do Passageiro:

Documento de Identificação:

Assinatura:

DECLARATION OF TRANSPORT

By this declaration I hereby acknowledge that TAP PORTUGAL's liability for carriage of my surf equipment, consisting of one bag containing (_) surfboards/bodyboards, may be, according to the Montreal Convention, wholly or partly exonerated in case of damage, if such damage results from inherent defect, quality or vice of the referred equipment, its defective packing or of a negligent or wrongful act or omission caused by me.

Furthermore, I declare that the surfboard/bodyboard equipment was presented to TAP check-in staff packed by myself and therefore has not been subjected to detailed examination by TAP or its authorized Agents.

This declaration is made on _____, 201_ and is duly executed by me.

Identification of the Transport:

Flight:

Date:

Passenger Name:

Id. Document:

Signature: