



AIR CANADA
CARGO

FLY YOUR BIKE

WITH AIR CANADA CARGO



PREPARATION GUIDE





FLY YOUR BIKE PREPARATION GUIDE

Thank you for including Air Canada Cargo’s Fly Your Bike program in your travels. We wish you a wonderful trip!

Now that your booking is made, it’s time to review some of the steps needed to prepare for travel. Your bike is a precious commodity that needs to meet all the necessary requirements for customs and as a dangerous good travelling in air cargo. Please review this information carefully and complete the checklist at the end of this document before bringing your bike to us.

CUSTOMER SERVICE CONTACTS

If you have any questions, please feel free to contact the Customer Service Center from which you made the booking.

IN CANADA

MONTRÉAL, TORONTO, VANCOUVER, CALGARY

1-800-387-4865 toll-free in Canada | Email: cargo.customerservice@aircanada.ca

INTERNATIONAL

ATHENS

Tel.: +30 210 3245414
Email: cargo@eve.com.gr
zrh.cgo@aircanada.ca

FRANKFURT

Tel.: +49 69 69 52 11 11
Email: fracargosales@aircanada.ca
Email: Uwe.siebenborn@aircanada.ca

MILAN, ROME, VENICE

Tel.: +39 02 50679604
Email: g.garassino@atcfco.it

BRUSSELS

Tel.: +32 2 751 83 91
Email: viabru@demavia.com

GENEVA, ZURICH

Tel.: +41 43-816-2399
Email: zrh.cgo@aircanada.ca

PARIS

Tel.: +33 1 7076 0214
Email: avi.cdg@aircanada.ca

CASABLANCA

Tel.: +212 (0) 529 003 726
Email: m.zohry@efismaroc.com

LONDON, MANCHESTER,

EDINBURGH, GLASGOW

Tel.: 0371 224 3600 or
44 (0) 20 8750 8260
Email: LHRCustomerService@aircanada.ca

DUBLIN

Tel.: +353 1827 6266
Email: res@iamair.com

DISCLAIMER OF LIABILITY

While every effort has been made to offer the most current and correct information available, it is always possible that inadvertent errors in information may occur. By utilizing this service you understand and agree that neither Air Canada nor any of its representatives are making any representation or warranty as to the accuracy or completeness of the information provided herein and that neither Air Canada nor any of its representatives shall have any liability to you relating to or resulting from the use of such information or any errors or omission therein. Destinations are subject to space availability, aircraft type, government regulations, and route seasonality. UK flights available during summer schedule only. Motorbike program available up to September 30, 2018.



STEPS TO TAKE

1. PREPARING FOR DANGEROUS GOODS COMPLIANCE

To ensure compliance with international dangerous goods aviation requirements, please review this information carefully as soon as you have completed your booking. Some steps require advance preparation. Your bike will not be accepted for transportation if any of the requirements are not complete, and this will cause needless delays. As you are preparing a dangerous good for air travel, you will need to work with a Dangerous Goods Consultant to prepare the bike.

1.1 GATHERING THE NECESSARY INFORMATION

You will need to provide information about the booking to the Dangerous Goods consultant that is required for a document known as the *Shipper's Declaration for Dangerous Goods*:

- Your full name, address, and telephone number of the person shipping the motorcycle (the shipper) as well as that of the person receiving the bike (consignee). This can be the same person, but an address at destination is required.
- The weight and dimensions of the motorbike.

1.2 ARRANGING FOR DANGEROUS GOODS CONSULTATION BEFORE DEPARTURE

Depending on the city you are travelling from, and the city from which you are returning, arrangements with the Dangerous Goods Consultant may need to be made in advance. The fees associated with hiring a dangerous goods consultant are not included in the Fly Your Bike rate and must be paid by the person shipping the bike directly to the consultant.



If the scheduled departure is within two weeks, the Dangerous Goods Consultant **must be contacted** at the time of booking.

Air Canada Cargo is not affiliated with specific dangerous goods consultants. However, the agent at the time of booking may be able to provide you with a list of potential consultants.

SHIPPING FROM CANADA, THE UK, FRANKFURT, AND BRUSSELS: If your bike is departing from Canada, Frankfurt or Brussels, you must contact and schedule an appointment with a Dangerous Goods Shipping Consultant at least two weeks prior to the date of departure.

FROM PARIS AND OTHER EUROPEAN CITIES: If your bike is departing from Paris, or other cities in Europe included in the program, you can arrange for an appointment with a Dangerous Goods Acceptance Agent by contacting the local Air Canada Cargo customer service number.

1.3 PLANNING THE RETURN TRIP


Dangerous Goods documents must be obtained for each air transport trip (to and from), from a Dangerous Goods Consultant. If the document for the return trip was not obtained at original departure station, or is not accepted at the departure station, you will to obtain the required documents.



STEPS TO TAKE

2. PREPARING FOR CUSTOMS

The person retrieving the motorcycle at destination is responsible for customs clearance.

 The assistance of a freight forwarder is required for customs clearance for the United Kingdom, Brussels, Greece and Italy. The local Air Canada Cargo agent may be able to provide you with a recommendation.

3. BOOKING THE RETURN FLIGHT


Air cargo can be booked between 14 and 30 days prior to departure, which means the going flight and the return flight may need to be booked at different times. Depending on the length of your trip, the return flight may need to be booked while you are travelling. If the return flight is not already booked, contact the local Air Canada Cargo Customer Service Center or representative at the location from which the bike will return between 14 and 30 days prior to departure.

4. PREPARING YOUR MOTORCYCLE FOR AIR TRANSPORT

If there are panniers or saddle bags on your bike, it may be possible to pack basic equipment or tools inside. It may also be possible to attach a helmet or boots to the bike. This will depend on the model of the bike and local rules and regulations. If you would like to include items with your bike, please ask the agent at the time of booking. Baggage and personal items cannot travel with the motorcycle.

When the time has come to bring your motorcycle to Air Canada Cargo, please ensure the following:

- The bike is clean and free of dirt, mud and debris.
- The fuel tank has been drained as far as practical and fuel does NOT exceed $\frac{1}{4}$ of the tank capacity.
- Batteries are installed and securely fastened in the battery holder of the vehicle and are protected in such a manner as to prevent damage and short circuits.
- There is a spare key in the ignition.
- The alarm (theft-protection devices), radio communications equipment or navigational systems are disabled.
- You have the air waybill number readily available (the number begins with 014-; it is the booking number)
- If there is equipment or tools in any of the bikes containers, saddle bags or panniers, an itemized, printed list of the contents is required.

 If you are travelling with Air Canada, it is your responsibility to review policies and guidelines for carry-on and checked baggage, and ensure your baggage meets all the requirements for passenger travel. Please visit aircanada.com for details.

5. BRINGING YOUR BIKE TO AIR CANADA CARGO

The motorbike can be tendered at most of our facilities up to 24 hours prior to departure time and no less than six hours prior to departure of the booked flight. The agent at the time of booking can confirm this. The paperwork must be complete and the motorbike ready to be shipped when it is brought to the facility. The Dangerous Goods Documents are processed when the bike is brought to us, and the inspection and tendering process takes about one hour.



MOTORCYCLES GOING TO THE UNITED KINGDOM

Motorcycles being shipped to the UK are subject to customs clearance, security screening and dangerous goods procedures. These additional steps require time and planning. If your bike is being transported to any of the cities in the UK included in the program, please review this section carefully.

HIRING A FREIGHT FORWARDER

Shipping a motorbike into the UK involves a customs requirement which requires the assistance of a freight forwarder. Please note that many forwarders have standard business hours and their offices may not be open on weekends. It is therefore important that the forwarder you have chosen to work with is aware of your plans to pick up your bike well in advance.

FREIGHT FORWARDER FEES: Work completed by forwarders on your behalf is subject to a fee, which they will quote on request and collect from you prior to bike retrieval.

CUSTOM CLEARANCE: Customs clearance needs to be arranged in advance, prior to arrival in the UK. A list of suggested forwarders is included below. It is your responsibility to contact a forwarder and make the necessary arrangements before departure, preferably as soon as you have made the booking for the motorcycle.

Based on customer feedback, the following UK forwarders can assist you:

LONDON HEATHROW

ECX Global Logistics
Tel: 0208 634 5935
email: Ops.LHR@ecxuk.com

EDINBURGH /GLASGOW

EXTRORDINAIR
Tel: 0131 317 7277
email: Operations@extrordinair.co.uk

MANCHESTER

James Cargo Services
Tel: 0161 946 1339
email: Eng@jamescargo.com

Moto Freight

Tel: 01784 436373
email: info@motofreight.com

IMPORT FEES

Motorcycles arriving in the UK are subject to an import handling charge of 0.16 GBP /KG, minimum of £36.00 (these are **not** included in the overall Fly Your Bike fees). This will be collected by the airline staff at time of retrieval.

The following export fees (in GBP) are included in the rate for transporting the motorcycle from the UK:

• HANDLING FEE	£0.10 per KG	(min. £22.00)
• SECURITY SCREENING	£0.15 per KG	(min. £25.00)
• DANGEROUS GOODS PAPERWORK/CHECK FEE	£44	

CONTACT

Further information on shipping into and out of the UK can be obtained from LHRCustomerservice@aircanada.ca or 0371 2243600.



FLY YOUR BIKE - CHECKLIST

The following checklist will help ensure you have completed all the steps necessary to prepare your bike for transport with Air Canada Cargo.

	I have a confirmed booking for my motorcycle to the destination. My air waybill is: 014 - _____
	I have a confirmed booking for the return flight (must book between 30 and 14 days prior to the departure). My air waybill is: 014 - _____
	I have made arrangements with a dangerous goods consultant (if applicable, see 1.2).
	I have made arrangements with a freight forwarder to assist with customs clearance (if applicable).
	I have made arrangements for dropping off my motorcycle at Air Canada Cargo.
	I have arranged for transportation for myself once the bike has been tendered.
	I have the following documents ready and will bring them with me when I drop off the motorcycle:
	<p>A completed <i>Shippers Declaration of Dangerous Goods</i> for the going flight</p> <p>All documents required for customs clearance</p> <p>A packing list of items inside the pannier, saddle bags or containers (no dangerous goods or personal items)</p>
	I am aware that I am responsible for customs clearance at destination. If another person (consignee) is retrieving the motorcycle at destination, that person is aware that he or she is responsible for customs clearance.
	I have the necessary vehicular insurance to drive the motorcycle in all of the places I plan to travel and the accompanying proof.
	I have read and understand Air Canada Cargo's service guarantee.

SERVICE GUARANTEE

Your motorcycle is booked with a Priority1 service level, which gives it a high priority for loading on the aircraft. We will take every measure to ensure your motorcycle flies as booked. It is important to note that there are multiple factors that can impact an air cargo booking, including aircraft downgauges, delays due to weather and other priority cargo. In the unlikely event your bike is delayed, Air Canada Cargo will offer a 25% discount or reduced fee based on our [Service Level Guarantee](#). No additional compensation will be offered.

CLAIMS

From the moment you tender your motorcycle to an Air Canada Cargo agent or accredited representative, it is entrusted to professionals specifically trained to handle it and prepare it for air transport. Should any damage occur to your bike while it is in our care or in flight, you will be able to file a claim. You will need to prove damage occurred during transport, provide pictures and documentation outlining the damage, an estimate for the cost of the repair and proof of value of the motorbike. If you purchase additional transportation insurance through Air Canada Cargo, you are covered up to the insured amount. Two estimates will be required. If the bike is irreparable, Air Canada Cargo will cover the cost up to the insurance purchased plus 50% of the shipping cost. A commercial invoice or other proof of original value will be required to substantiate the insurance payout.

To find out more about claims, visit our [website](#).