

LOCAL CONDITIONS ex Cuba FROM 01/04/2017

These Local Conditions apply to all sales of cargo transportation, including services incidental thereto, by or on behalf of Air France Cargo, KLM Cargo and/or Martinair Cargo (collectively referred to as "Carriers"). These Local Conditions describe commercial and operational specificities which apply to all shipments tendered to the Carriers departing from the country mentioned above. The carriage is governed by the Carriers' General Conditions of Carriage which are available at any Carriers' local Customer Service office or at www.afklcargo.com and www.martinaircargo.com. These Local Conditions may be modified at any time. We advise you to check regularly for updates.

1. RATES VALIDITY

- Rates are published or quoted "net net" according to Carriers' current commercial policy and do not include any applicable tax, duty, fee, other charge (including those related to fuel/security or ancillary services) unless specifically stated differently.
- Applicable rates, taxes, duties, fees and other charges are available at the Carriers' local Customer Service office and may be modified at any time.

2. BOOKING POLICY

- All shipments must be booked in advance unless otherwise agreed by the Carriers and explicitly confirmed.
- Carriers may refuse acceptance of goods if no prior booking has been made or if information provided at booking is not in accordance with the shipment delivered to Carriers.
- Rates and capacity quoted are based on information provided at the time of booking and may be adjusted in case of any change to such information by the Shipper or its representing agent ("Customer"). Additional fees and new conditions may apply.
- Customers must update bookings via Customer Service, as soon as underlying shipment details (weight/volume/commodity, etc.) change.
- Bookings can be made online, by email, telephone or fax and shall indicate the air waybill number, the exact weight, volume and product type as well as any specific agreement reference, at the contacts given below:

Customer Service and booking platform contacts	
E-booking	GFX/CPS/DBI (Air France Cargo/KLM Cargo only)
E-mail address	ghandreu@airfrance.fr , aurodriguez@airfrance.fr
Fax number	[+537 649 7314] – Customer service
Telephone number	[+537 266 4101 – Customer service)

- Shipments are accepted on a prepaid basis only. Contact Carriers' Customer Service for possible charges collect shipment and information on applicable charge collect fees.
- Depending on commodity/product, additional specific requirements/limitations might be applicable. Please check with our local Customer Service office.
- Depending on destination and shipment size, an additional agreement such as a large shipment agreement/part-charter agreement is required.

3. ACCEPTANCE POLICY

Shipments must be delivered to the Carriers "READY FOR CARRIAGE", in accordance with IATA resolutions and within the following applicable acceptance time limits. Specific guidelines may apply per product which may be consulted at your local Customer Service offices.

PRODUCT	PAX FLIGHT	CARGO FLIGHT
EQUATION / MAIL	1.5 hours before STD*	NA
VARIATION	03 hours before STD*	NA
DIMENSION / General Cargo / Other Cargo	24 hours before STD*	NA

Above times are referred to as LAT (Latest Acceptance time) *
 STD: Scheduled Time of Departure

4. NO SHOW, CANCELLATION AND BOOKING DISCREPANCY POLICY

To improve and maximize operational performance, Carriers require Customers to respect the booking and to keep the Carrier informed at all times of the latest relevant information. The following fees will apply in case of major changes to the latest available booking.

No Show fees**

In case a shipment is not delivered to the Carriers before LAT, the following no show fee will be applied:

No Show	Applicable fee
	25% of total freight charges according to booking or 0.36 USD per kilo whichever is higher.

** For late deliveries, Carriers will do their utmost to restore original forwarding plan. Additional costs incurred will be invoiced to Customer at cost. Missed connections due to late deliveries by Customer are subject to the above no show fee.

Cancellation fees***

In case of cancellation of a booking, the following cancellation fees will be applied:

24 hours before LAT	0.21 USD cents per kg. Booking over 2 Tons or 10 m3 and under 5 Tons or 30 m3
Cancellation made at the latest 24 hours before LAT	Applicable fee 0.14 USD cents per kg.
	Booking of 5 Tons or 30 m3 or more
Cancellation made at the latest 48 hours before LAT	Applicable fee 0.14 USD cents per kg

***Booking updates within 48 hours before LAT, for shipments over 2 Tons or 10 m3, with more than 25% decrease in chargeable weight are subject to the above cancellation fees.

Booking discrepancy

In case of significant deviation between the chargeable weight at booking and chargeable weight at acceptance, the fee below will be applied:

Booking discrepancy type	Applicable fee
<u>Low</u> show for booking above 2 Tons or 10 m3	If more than 30% reduction in chargeable weight: 0.14 USD cents x difference between booked and delivered chargeable weight. Shipment might be rebooked on another flight for flight optimization reasons.
<u>Low</u> show for booking above 10 Tons or 60 m3 or more	If more than 10% reduction in chargeable weight: 0.21 USD cents x difference between booked and delivered chargeable weight. Shipment might be rebooked on another flight for flight optimization reasons.
<u>High</u> show for booking above 17 m3	If volume at acceptance is higher than booked, shipment rate might be adjusted. Shipment might be rebooked on another flight to due capacity limitations.
Shipment booked as pre-build unit but delivered before LAT as loose cargo	0.07 USD per chargeable kg. Shipment might be rebooked to another flight due to handling limitations.

In case of disputes concerning above-mentioned fees recorded by Carriers, the burden of proof in supporting the contradiction of the check records lies with the Customer. The Customer has a reclamation period of 180 days (after AWB issuance date).

5. OTHER CHARGES

Transportation, handling and delivery of goods may give rise to other charges. Applicable charges details can be obtained from Customer Service.

Handling

Charge for General Cargo (G.C)

First 700 kg., per kg.USD 0.216

701 to 2500 kg., per kg.USD 0.178

More than 2500 kg., per kg.USD 0.059

Minimum charge for handlingUSD 18.36

Charge for General Cargo (G.C) will be increased as follows:

Live animals (AVI): Each charge for G.C shall be increased by USD 1.50

Valuable cargo (VAL): Each charge for G.C shall be increased by USD 2.00

Human remains (HUM): Each charge for G.C shall be increased by USD 2.00

Dangerous Goods (DG): Each charge for G.C shall be increased by USD 2.50

For consignments with inland destinations None

1. **For General Cargo the first 72 hours are free of charge, for Special Cargo (AVI, HUM, DG, VAL) the first 48 hours are free.** This period includes Saturdays and Sundays, but not include Public Holidays.

2. Thereafter a progressive charge of USD is assessed per kg., per day.

General Cargo:

4th day to 6th day, per kg., per dayUSD 0.086

7th day to 10th day, per kg., per dayUSD 0.151

From the 11th day onwards, per kg., per day ..USD 0.227

Minimum chargeUSD 17.28

3. Charge for General Cargo (G.C) will be increased as follows:

Live animals (AVI): Each charge for G.C shall be increased by USD 1.50

Valuable cargo (VAL): Each charge for G.C shall be increased by USD 2.00

Human remains (HUM): Each charge for G.C shall be increased by USD 2.00

Dangerous Goods (DG): Each charge for G.C shall be increased by USD 2.50

4. Perishable Cargo (PER)

No free storage period for Perishable Cargo.

A progressive charge of USD is assessed per kg, per day

1st day to 3rd day, per kg., per dayUSD 0.335

4th day to 8th day, per kg., per dayUSD 0.648

From the 9th day onwards, per kg., per dayUSD 0.972

Minimum chargeUSD 50.76

TRANSIT CENTER

Handling

Handling Basic

Per kg., per day for general cargoUSD 0.05

Per kg., per day fot perishable cargoUSD 0.05

Minimum chargeUSD 5.00

Storage

The first 12 hours free

From 13 hrs. onwards, per kg., per each 12 hrs. for:

General cargo USD 0.03

Perishable cargo USD 0.08

Minimum charge USD 5.00

6. INVOICING AND PAYMENT

Invoices are issued on the basis of the air waybill information, its electronic equivalent or adjustments made at acceptance in the event of discrepancies between the chargeable weight at booking vs chargeable weight at acceptance.

Carriers' invoice via CASS or other available industry payment facilities. In case CASS is not available, the agent can open an account locally following the Carriers Credit Management policy. Fees will be invoiced by update of conditions as per applicable air waybill or on a separate invoice.

7. OTHER LOCAL SPECIFICITIES

As per 1st of April 2017:

ULD PIVOT WEIGHTS

Lower Deck Pallet: 1.667 kgs

Lower Deck Container: 717 kgs

Main Deck Pallet: 3.000 kgs

Air France Cargo, KLM Cargo and Martinair Cargo are the cargo divisions of respectively Société Air France, KLM Royal Dutch Airlines and Martinair Holland N.V.

Société Air France, joint stock company organized and existing under the laws of France, registered with "Registre du Commerce et des Sociétés" of Bobigny under n°420 495 178, whose head office is at 45 rue de Paris 95747 Roissy CDG Cedex, France.

KLM Royal Dutch Airlines, a public company organised and existing under the laws of The Netherlands, having its head office at Amsterdamseweg 55, 1182GP Amstelveen, The Netherlands.

Martinair Holland N.V, a public company organised and existing under the laws of The Netherlands, having its head office at Piet Guilonardweg 17, 1117 EE, Schiphol-Oost, The Netherlands.