

LOCAL CONDITIONS ex Oman from 01st May 2015

The present "Local Conditions" apply to all sales of air cargo transportation departing from Oman, including services incidental thereto, by or on behalf of Air France Cargo and/or KLM Cargo (collectively referred to as "Carriers"). These Local Conditions specify the booking conditions and operational specificities which apply to the above-mentioned sales. It is reminded that transportation is governed by the Carriers' General Conditions of Carriage which are available at any Carriers' local Customer Service office or at www.afklcargo.com. Local Conditions may be modified at any time. We advise you to check regularly for updates in particular before any new booking. All bookings for air cargo transportation are subject to the Local Conditions effective at the time of booking and imply their full and entire acceptance by the shipper or its representing agent (hereinafter referred to as "Customer").

1. RATES

- "Net Net Rates" are the rates for air cargo transportation calculated according to booking information. They do not include applicable taxes, duties, fees or other charges (including fuel and security surcharges or those related to ancillary services) unless specifically stated differently by the Carriers.
- Applicable rates, taxes, duties, fees and other charges are available at the Carriers' local Customer Service office and may be modified at any time. We advise you to consult them regularly, in particular prior to making a booking.

2. BOOKING CONDITIONS

- All shipments must be booked in advance according to the conditions below unless otherwise agreed and confirmed in writing by the Carriers.
- Carriers may refuse to carry a shipment if no prior booking has been made or if information provided at booking is not in accordance with the shipment tendered to Carriers.
- Net Net Rates and capacity quotations are based on information provided at the time of booking and may be adjusted in case of any change made by the Customer. In such event, additional fees and specific conditions (which can be consulted with the Carriers) may apply.
- Customers must update bookings via Customer Service as soon as underlying shipment details are modified, in particular regarding the weight, volume or commodity type.
- Bookings should be made either online, by email, telephone or fax using the contact details shown below and indicate the air waybill number, the exact weight, volume and product type as well as, if applicable, any specific agreement reference:

Customer Service and booking platform contacts	
E-booking	CPS (Air France Cargo/KLM Cargo only)
E-mail address	Customerservice.mct@afklmpcargo.com
Fax number	NA
Telephone number	+968 95590705

- Shipments are accepted on a prepaid basis only. Contact Carriers' Customer Service for any useful information on possible collect shipments and applicable collect charges.
- Depending on the destination, type and size of the cargo, contractual conditions (e.g. Part Charter Agreement) and specific limitations may apply. Any related information can be obtained from Carriers' local Customer Service office.

3. ACCEPTANCE POLICY

Shipments must be tendered to the Carriers "READY FOR CARRIAGE", in accordance with IATA resolutions and by the latest acceptance time (referred to as "LAT") shown below. Specific guidelines may apply per product which may be consulted at Carriers' local Customer Service offices.

PRODUCT	PAX FLIGHT	CARGO FLIGHT
EQUATION / MAIL	02 hours before STD*	NA
VARIATION	06 hours before STD"	NA
DIMENSION / General Cargo / Other Cargo	06 hours before STD*	NA

* Scheduled Time of Departure

4. NO SHOW, CANCELLATION AND BOOKING DISCREPANCY FEES

To improve and maximize operational performance, Customers are required to tender shipments in accordance with the booking and to keep the Carrier informed at all times of the latest relevant booking information. The following fees will apply in case of major changes to the latest available booking:

No show fee* <i>(For shipments that are not delivered before the LAT)</i>	
	50% of the total Net Net Rate according to booking or OMR 0.100 per kilo of the shipment weight whichever is higher
* For deliveries after the LAT, Carriers will do their utmost to restore original forwarding plan. Additional costs incurred will be invoiced to the Customer at cost. Any missed connections due to the late tendering of a shipment will be subject to this no show fee.	

Cancellation fees* <i>(For cancellations within 24 hours of the LAT)</i>	
Bookings above 2 tons or 10 m3 and under 10 tons or 60 m3	25% of the total Net Net Rate according to booking or OMR 0.060 per kilo of the shipment weight whichever is higher
Bookings of 10 tons or 60 m3 or more	40% of total Net Net Rate according to booking or OMR 0.80 per kilo of the shipment weight whichever is higher
*Booking updates within 24 hours before LAT, for shipments above 2 tons or 10 m3 and involving more than 25% decrease in chargeable weight will be subject to cancellation fees mentioned above for shipments above 2 tons or 10m3.	

Booking discrepancy fees* <i>(If significant discrepancy between chargeable weight at booking versus chargeable weight at acceptance)</i>	
Low show for bookings above 2 tons or 17 m3	If more than 30 % reduction in chargeable weight as booked: 50% of the difference between the total Net Net Rate quoted at the time of booking and the total Net Net Rate calculated at acceptance of the shipment or OMR 0.100 per kilo of the shipment, whichever is higher. Shipment may be carried on another flight for flight optimization reasons at discretion of Carriers.
Low show for bookings above 10 tons or 60 m3 or more	If more than 20 % reduction in chargeable weight as booked: 50% of the difference between the total Net Net Rate at the time of booking and the total Net Net Rate calculated at acceptance of the shipment or OMR 0.100 per kilo, whichever is higher. Shipment may be carried on another flight for flight optimization reasons at discretion of Carriers.
High show for bookings above 17 m3	If volume at acceptance is higher than booked, the Net Net Rate of the shipment may be adjusted. Shipment may be carried on another flight due to capacity limitations. No additional fees will apply.
Shipment booked as pre-build unit but delivered before LAT as loose cargo	NA

In case of disputes concerning the above-mentioned fees recorded by Carriers, the burden of proof in supporting a potential error of calculation lies with the Customer.

5. OTHER CHARGES

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

6. INVOICING AND PAYMENT

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

Carriers' invoices will be handled via CASS or other available industry payment facilities agreed with the Customer. In case CASS is not available, the Customer can open an account locally by entering into a specific contractual agreement with the Carriers.

If the Customer wishes to dispute any invoiced amount, it shall notify the Carriers immediately and in any event within six (6) months of the invoice date. If Customer does not notify Carriers of a dispute within such time period, the invoice shall be deemed accepted.

7. OTHER LOCAL SPECIFICITIES

*Air France Cargo and KLM are the cargo divisions of respectively Société Air France and KLM Royal Dutch Airlines.
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 limited liability company organised and existing under the laws of The Netherlands, having its head office at Amsterdamseweg 55, 1182GP Amstelveen, The Netherlands.*