BAGGAGE AND SERVICE FEES
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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 - 55x40x20cm

  ECONOMY CLASS – 1 piece up to 08 Kg
  EXECUTIVE CLASS – 2 pieces with total weight up to 16 Kg

NOTE:
- Sectors operated with Beechcraft (BEH) will apply 1 piece up to 06 Kg
- 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 greatest outside linear dims of each bag does not exceed 62 inches/158cm and the weight of each bag does not exceed 32kg/70lbs.

ECONOMY CLASS

- 1 or 2 checked pieces of baggage (see table below) – provided that the sum of the greatest outside linear dims 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 greatest outside linear dims of each bag does not exceed 62 inches/158cm and the weight of each bag does not exceed 32kg/50lbs.

INFANTS

- For INFANTS 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 2011

If the geographically longest or most significant stretch of your journey is not operated by TAP, but by another airline, this airline’s rules and charges may also apply to TAP flights or TAP flight numbers.

If TAP operates the geographically longest or most significant stretch of the journey, then the rules and charges currently in effectiveness will apply.

If another airline is considered the Most significant operating carrier then this airline rules and charges will apply. In these cases please check gg air (airline code) or web page.
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.
**BAGGAGE AND SERVICE FEES**

**Free Baggage Allowance**

<table>
<thead>
<tr>
<th>Class</th>
<th>Within PT and Europe</th>
<th>Africa - Europe</th>
<th>AFRICA - AMERICAS (Brazil, USA, Canada, Venezuela)</th>
<th>Central/South America - Europe</th>
<th>USA/Canada - Europe</th>
<th>Brazil - Europe</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAP Executive</td>
<td>2 PC-32kg</td>
<td>2 PC-32kg</td>
<td>2 PC-32kg</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TAP Plus</td>
<td>2 PC-23kg</td>
<td>2 PC-23kg</td>
<td>2 PC-23kg</td>
<td>1 PC-23kg</td>
<td>2 PC-32kg</td>
<td></td>
</tr>
<tr>
<td>TAP Classic</td>
<td>1 PC-23kg</td>
<td>1 PC-23kg</td>
<td>2 PC-23kg</td>
<td>1 PC-32kg</td>
<td>2 PC-32kg</td>
<td></td>
</tr>
<tr>
<td>TAP Basic</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TAP Discount</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Victoria - Silver</td>
<td></td>
<td></td>
<td>1 extra piece with the maximum weight of 15 Kg</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Victoria - Gold</td>
<td>All</td>
<td></td>
<td>1 extra piece with maximum weight according to passenger class of travel</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**
- Infants are entitled to 1 piece up to 10kg
- Between Spain and Brazil or Morocco and Brazil

**Sectors operated with Beechcraft (BEH) will apply 2PC x 23Kg**

**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 90º), 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/overweight/oversize baggage is now available through our Contact Center as well as CTOs and ATOs (at ATOs - only up to 24h before flight departure). For online purchases only additional baggage is possible.

Special rates are applicable for both weight and piece concept and are common to any distribution channel mentioned above.

Pre-purchase values are only applicable to TP/NI operating flights and are not permitted for connecting flights with other companies.

3.2. Weight Concept

3.2.1. Excess baggage charges applicable at check-in

Values per kg must apply according to the following table:

<table>
<thead>
<tr>
<th></th>
<th>AFRICA</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BETWEEN CV/TMS/MPM</td>
<td>LAD</td>
</tr>
<tr>
<td>Portugal</td>
<td>15 €</td>
<td>15 €</td>
</tr>
<tr>
<td>Spain</td>
<td>20 €</td>
<td>-</td>
</tr>
<tr>
<td>Europe* Morocco/Algeria</td>
<td>30 €</td>
<td>-</td>
</tr>
</tbody>
</table>

* Europe, except Portugal and Spain

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

3.2.2. Pre-purchase special rates (ONLY VALID UNTIL 31DEC13)

Values per kg must apply according to the following table:

<table>
<thead>
<tr>
<th></th>
<th>AFRICA</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BETWEEN CV/TMS/MPM</td>
<td>LAD</td>
</tr>
<tr>
<td>Portugal</td>
<td>13 €</td>
<td>13 €</td>
</tr>
<tr>
<td>Spain</td>
<td>17 €</td>
<td>-</td>
</tr>
<tr>
<td>Europe* Morocco/Algeria</td>
<td>26 €</td>
<td>-</td>
</tr>
</tbody>
</table>

* Europe, except Portugal and Spain

Service Fees charges on other currencies should be converted at the BBR – Bank Buying Rate
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. This restriction applies for both piece concept and weight concept methodology.

Volumes of baggage weighing more that 32kg must be dispatched as cargo.
Charges apply per piece and per direction as follows:

### PIECE CONCEPT

<table>
<thead>
<tr>
<th></th>
<th>EUROPE (Including MA and DZ)</th>
<th>Intercontinental</th>
<th>EXCEPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Within PT</td>
<td>Europe (including MA and DZ)</td>
<td>Central/South America (except Brazil)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Africa - Europe</td>
<td>Central/South America - Europe</td>
</tr>
<tr>
<td><strong>Baggage Allowance</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Executive</td>
<td>2 PC-32kg</td>
<td>2 PC-32kg</td>
<td>2 PC-32kg</td>
</tr>
<tr>
<td>Economy</td>
<td>1 PC-23kg</td>
<td>2 PC-23kg</td>
<td>2 PC-32kg</td>
</tr>
</tbody>
</table>

### Excess Baggage

**Excess Number**

<table>
<thead>
<tr>
<th>Per Extra Piece - up to 23 Kg</th>
<th>Check-in</th>
<th>Pre Purchase</th>
<th>Per Extra Piece - up to 23 Kg</th>
<th>Check-in</th>
<th>Pre Purchase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Extra Piece - up to 23 Kg</td>
<td>50 EUR</td>
<td>45 EUR</td>
<td>75 EUR</td>
<td>65 EUR</td>
<td>60 EUR</td>
</tr>
<tr>
<td>Per Extra Piece - up to 23 Kg</td>
<td>180 EUR</td>
<td>160 EUR</td>
<td>250 EUR</td>
<td>200 EUR</td>
<td>180 EUR</td>
</tr>
<tr>
<td>Per Extra Piece - up to 23 Kg</td>
<td>300 EUR</td>
<td>250 EUR</td>
<td>375 EUR</td>
<td>300 EUR</td>
<td>275 EUR</td>
</tr>
</tbody>
</table>

**OverWeight**

<table>
<thead>
<tr>
<th>From 23Kg up to 32Kg</th>
<th>Check-in</th>
<th>Pre Purchase</th>
<th>From 23Kg up to 32Kg</th>
<th>Check-in</th>
<th>Pre Purchase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in</td>
<td>40 EUR</td>
<td>35 EUR</td>
<td>50 EUR</td>
<td>45 EUR</td>
<td>40 EUR</td>
</tr>
<tr>
<td>Check-in</td>
<td>100 EUR</td>
<td>90 EUR</td>
<td>150 EUR</td>
<td>130 EUR</td>
<td>110 EUR</td>
</tr>
<tr>
<td>Check-in</td>
<td>200 EUR</td>
<td>180 EUR</td>
<td>300 EUR</td>
<td>270 EUR</td>
<td>230 EUR</td>
</tr>
</tbody>
</table>

**OverSize**

<table>
<thead>
<tr>
<th>Dimensions over 158 cm</th>
<th>Check-in</th>
<th>Pre Purchase</th>
<th>Dimensions over 158 cm</th>
<th>Check-in</th>
<th>Pre Purchase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in</td>
<td>50 EUR</td>
<td>45 EUR</td>
<td>75 EUR</td>
<td>65 EUR</td>
<td>60 EUR</td>
</tr>
<tr>
<td>Check-in</td>
<td>100 EUR</td>
<td>90 EUR</td>
<td>150 EUR</td>
<td>130 EUR</td>
<td>110 EUR</td>
</tr>
<tr>
<td>Check-in</td>
<td>200 EUR</td>
<td>180 EUR</td>
<td>300 EUR</td>
<td>270 EUR</td>
<td>230 EUR</td>
</tr>
</tbody>
</table>

**OverWeight and Oversize**

<table>
<thead>
<tr>
<th>Weight up to 32Kg and Dimensions over 158cm</th>
<th>Check-in</th>
<th>Pre Purchase</th>
<th>Weight up to 32Kg and Dimensions over 158cm</th>
<th>Check-in</th>
<th>Pre Purchase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in</td>
<td>100 EUR</td>
<td>90 EUR</td>
<td>125 EUR</td>
<td>110 EUR</td>
<td>100 EUR</td>
</tr>
<tr>
<td>Check-in</td>
<td>200 EUR</td>
<td>180 EUR</td>
<td>300 EUR</td>
<td>270 EUR</td>
<td>250 EUR</td>
</tr>
<tr>
<td>Check-in</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

**EXTRA PIECE - Excess Number and Overweight**

<table>
<thead>
<tr>
<th>Weight up to 32Kg</th>
<th>Check-in</th>
<th>Pre Purchase</th>
<th>Weight up to 32Kg</th>
<th>Check-in</th>
<th>Pre Purchase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in</td>
<td>90 EUR</td>
<td>80 EUR</td>
<td>125 EUR</td>
<td>110 EUR</td>
<td>100 EUR</td>
</tr>
<tr>
<td>Check-in</td>
<td>280 EUR</td>
<td>250 EUR</td>
<td>385 EUR</td>
<td>345 EUR</td>
<td>325 EUR</td>
</tr>
</tbody>
</table>

**EXTRA PIECE - Excess Number and Oversize**

<table>
<thead>
<tr>
<th>Weight over 158 cm</th>
<th>Check-in</th>
<th>Pre Purchase</th>
<th>Weight over 158 cm</th>
<th>Check-in</th>
<th>Pre Purchase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in</td>
<td>100 EUR</td>
<td>90 EUR</td>
<td>125 EUR</td>
<td>110 EUR</td>
<td>100 EUR</td>
</tr>
<tr>
<td>Check-in</td>
<td>300 EUR</td>
<td>270 EUR</td>
<td>400 EUR</td>
<td>340 EUR</td>
<td>310 EUR</td>
</tr>
</tbody>
</table>

**EXTRA PIECE - Excess Number and Overweight and Oversize**

<table>
<thead>
<tr>
<th>Weight over 158 cm and up to 32 K</th>
<th>Check-in</th>
<th>Pre Purchase</th>
<th>Weight over 158 cm and up to 32 K</th>
<th>Check-in</th>
<th>Pre Purchase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in</td>
<td>200 EUR</td>
<td>180 EUR</td>
<td>200 EUR</td>
<td>180 EUR</td>
<td>160 EUR</td>
</tr>
<tr>
<td>Check-in</td>
<td>400 EUR</td>
<td>360 EUR</td>
<td>490 EUR</td>
<td>470 EUR</td>
<td>450 EUR</td>
</tr>
</tbody>
</table>

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

Revised: DECEMBER 2013 Changes/Updates effectiveness from JANUARY 2014

Inserted in Amadeus Pages: “GG AIR TP BAGS” or “GG AIR TP CHAS”
4. Special regulations

4.1 Sports Equipment

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 operated flight.

- Domestic and European Flights (including Morocco and Algeria) = 35 EUR
- Intercontinental Flights:
  - Medium Haul (SID/RAI/VXE/DKR/BKO/ACC/OXB/TMS) = 100 EUR
  - Long Haul = 150 EUR

Maximum Weight allowed per bag equipment: 32kg

An EMD-A for SPEQ 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 operated flight.

Per Set of golf equipment:

- Domestic and European Flights (including Morocco and Algeria)
  - Up to 17kg = 20 EUR
  - Over 17kg = 35 EUR

- Intercontinental Flights = 50 EUR

Maximum Weight allowed per set: 32kg

An EMD-A for SPEQ must be issued.
4.1.3 Surfboards/Bodyboards/Skimboards/Wakeboards

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 operated flight.

Per bag equipment up to 20kg:

- Domestic Flights = 35 EUR
- European Flights (including Morocco and Algeria) = 50 EUR
- Intercontinental Flights
  - Medium Haul (SID/RAI/VXE/DKR/BKO/ACC/OXB/TMS) = 75 EUR
  - Long Haul = 90 EUR

**NOTE**
- APPLY ONE SERVICE CHARGE PER BAG UNTIL 20 KG.
- BAGS WEIGHING OVER 20 KG WILL PAY 1 EXTRA FLAT.
- Boards must be duly carried in an appropriate bag.

Maximum Weight allowed per bag equipment: **32kg**

An EMD-A for SPEQ must be issued.

**Declaration of Transport in annex “A”**
4.1.4 Kite surf and Windsurf

4.1.4.1 Service Charges
Applicable per one way and per TP/NI operated flights

Per bag equipment up to 20 Kg:

- Domestic Flights = 35 EUR
- European Flights (including Morocco and Algeria) = 50 EUR
- Intercontinental Flights
  - Medium Haul (SID/RAI/VXE/DKR/BKO/ACC/OXB/TMS) = 75 EUR
  - Long Haul = 90 EUR

NOTE:
- APPLY ONE SERVICE CHARGE PER BAG EQUIPMENT UNTIL 20 KG.
- BAGS WEIGHING OVER 20 KG WILL PAY 1 EXTRA FLAT.
- Equipment must be duly carried in an appropriate bag.

Maximum Weight allowed per bag equipment: **32kg**

An EMD-A for SPEQ must be issued.

4.1.5 Paraglider

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 operated flight.

Per bag equipment:

- Domestic and European Flights (including Morocco and Algeria) = 35 EUR
- Intercontinental Flights:
  - Medium Haul (SID/RAI/VXE/DKR/BKO/ACC/OXB/TMS) = 100 EUR
  - Long Haul = 150 EUR

Maximum Weight allowed per bag equipment: **32kg**

An EMD-A for SPEQ must be issued.
### 4.1.6 Hang gliding

#### 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 operated flight.

**Per bag equipment up to 20 Kg:**

- Domestic and European Flights (including Morocco and Algeria) = **35 EUR**
- Intercontinental Flights:
  - Medium Haul (SID/RAI/VXE/DKR/BKO/ACC/OXB/TMS) = **100 EUR**
  - Long Haul = **150 EUR**

**NOTE:**
- APPLY ONE SERVICE CHARGE PER BAG EQUIPMENT UNTIL 20 KG.
- BAGS WEIGHING OVER 20 KG WILL PAY 1 EXTRA FLAT.
- Equipment must be duly carried in an appropriate bag.

**Maximum Weight allowed per bag equipment: 32kg**

An EMD-A for SPEQ 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 operated flight.

Per bag equipment:
- Domestic and European Flights (including Morocco and Algeria) = 35 EUR
- Intercontinental Flights:
  - Medium Haul (SID/RAI/VXE/DRK/BKO/ACC/OXB/TMS) = 75 EUR
  - Long Haul = 100 EUR

Maximum Weight allowed per bag equipment: 32kg
An EMD-A for SPEQ 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 cardboards 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 operated flight.

- Domestic and European Flights (including Morocco and Algeria) = 35 EUR
- Intercontinental Flights:
  - Medium Haul (SID/RAI/VXE/DRK/BKO/ACC/OXB/TMS) = 100 EUR
  - Long Haul = 150 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
An EMD-A for BIKE should be issued.
4.1.9 Pole Vaulting equipment

4.1.9.1 Service Charges

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

Per bag equipment:

- Domestic and European Flights (including Morocco and Algeria) = **35 EUR**
- Intercontinental Flights:
  - Medium Haul (SID/RAI/VXE/DKR/BKO/ACC/OXB/TMS) = **100 EUR**
  - Long Haul = **150 EUR**

**Maximum Weight allowed per bag equipment: 32kg**

An EMD-A for SPEQ 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 operated flight.

- Domestic and European Flights (including Morocco and Algeria) = **35 EUR**
- Intercontinental Flights:
  - Medium Haul (SID/RAI/VXE/DKR/BKO/ACC/OXB/TMS) = **100 EUR**
  - Long Haul = **150 EUR**

**Maximum Weight allowed per bag equipment: 32kg**

An EMD-A for SPEQ 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

Per bag equipment up to 20 Kg:

- Domestic and European Flights (including Morocco and Algeria) = **35 EUR**
- Intercontinental Flights:
  - Medium Haul (SID/RAI/VXE/DKR/BKO/ACC/OXB/TMS) = **100 EUR**
  - Long Haul = **150 EUR**

**NOTE:**
- APPLY ONE SERVICE CHARGE PER BAG EQUIPMENT UNTIL 20 KG.
- BAGS WEIGHING OVER 20 KG WILL PAY 1 EXTRA FLAT.
- Equipment must be duly carried in an appropriate bag.

**Maximum Weight allowed per bag equipment: 32kg**

An EMD-A for SPEQ 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)

- 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
- Luxembourg
- Netherlands
- United Kingdom

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.
- Destination/Transiting South Africa and Republic of Ireland, unless manifested as Cargo - see TIM.
**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
  - Luxembourg
  - Netherlands
  - United Kingdom

- 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.
BAGGAGE AND SERVICE FEES

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 below:

- USA
- Hungary
- France
- Luxembourg
- Netherlands
- United Kingdom

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

Charges presented for UBAG are only valid exit Portugal, other countries may apply different amounts and taxes.

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.
- The pax must provide all necessary documents and be responsible for any additional charges held at destination.
- Tkt 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

<table>
<thead>
<tr>
<th>Weight</th>
<th>PETC</th>
<th>AVIH</th>
<th>CARGO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic Flights</td>
<td>up to 8kg</td>
<td>35 EUR</td>
<td>70 EUR</td>
</tr>
<tr>
<td></td>
<td>up to 32kg</td>
<td>70 EUR</td>
<td>100 EUR</td>
</tr>
<tr>
<td></td>
<td>over 32kg and up to 45kg</td>
<td>130 EUR</td>
<td>200 EUR</td>
</tr>
<tr>
<td></td>
<td>over 45kg and up to 70kg</td>
<td>160 EUR</td>
<td>270 EUR</td>
</tr>
<tr>
<td></td>
<td>over 70kg and up to 100kg</td>
<td>190 EUR</td>
<td>340 EUR</td>
</tr>
<tr>
<td>Within Europe/Morocco/Algeria</td>
<td>up to 32kg</td>
<td>70 EUR</td>
<td>100 EUR</td>
</tr>
<tr>
<td></td>
<td>over 32kg and up to 45kg</td>
<td>130 EUR</td>
<td>200 EUR</td>
</tr>
<tr>
<td></td>
<td>over 45kg and up to 70kg</td>
<td>160 EUR</td>
<td>270 EUR</td>
</tr>
<tr>
<td></td>
<td>over 70kg and up to 100kg</td>
<td>190 EUR</td>
<td>340 EUR</td>
</tr>
<tr>
<td>Intercontinental Flights</td>
<td>up to 32kg</td>
<td>70 EUR</td>
<td>100 EUR</td>
</tr>
<tr>
<td></td>
<td>over 32kg and up to 45kg</td>
<td>130 EUR</td>
<td>200 EUR</td>
</tr>
<tr>
<td></td>
<td>over 45kg and up to 70kg</td>
<td>160 EUR</td>
<td>270 EUR</td>
</tr>
<tr>
<td></td>
<td>over 70kg and up to 100kg</td>
<td>190 EUR</td>
<td>340 EUR</td>
</tr>
</tbody>
</table>

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 will not be accepted on flights destination/transiting the UK.
- On TAP Code Share flights not operated by TAP, operating carrier policy will apply.

Revised: DECEMBER 2013 Changes/Updates effectiveness from JANUARY 2014

Inserted in Amadeus Pages: "GG AIR TP BAGS "or "GG AIR TP CHAS"
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 MS421

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:
ESAN  Not accepted on TP Operating Flights to UK
      Not accepted on wide body C-compartment.

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.
An 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
- Luxembourg
- 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

<table>
<thead>
<tr>
<th>Musical Instruments</th>
<th>Weight</th>
<th>up to 23kg</th>
<th>over 23kg and up to 32kg</th>
<th>over 32kg and up to 45kg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within PT and Europe (including M/A/DZ)</td>
<td>50 EUR</td>
<td>100 EUR</td>
<td>200 EUR</td>
<td></td>
</tr>
<tr>
<td>Intercontinental Flights</td>
<td>150 EUR</td>
<td>300 EUR</td>
<td>400 EUR</td>
<td></td>
</tr>
</tbody>
</table>

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.

An EMD-S for LMXB 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 MCO 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** – 310 GBP

An EMD-S for MCOC must be issued.
2. Unaccompanied Minors/Escort Person

2.1 Unaccompanied Minor

2.1.1 General Definitions

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

A passenger of at least 12 years of age may accompany a minor on condition that He/She is capable of looking after the minor during the entire trip, including check-in formalities, customs, etc.

Exceptions:

- Minors over 3 years and under 5 years of age may be accompanied by a passenger over 12 to 15 years of age provided the unaccompanied procedure is applied for both.

- 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 below 3 years of age must always be accompanied by an adult. Accompanying adult must be at least 15 years old and be capable of looking after the minor during the entire trip, including check-in formalities and customs. If there is no adult to accompany the child, an escort hostess must be appointed and this service will be paid for.

- It is also considered an UMNR a child occupying a seat in a different cabin from that of the adult, in flights operated with more than one class of service.

- Tap staff is not authorised to look for other passengers to escort minors during the trip.

- Minors under 3 months of age are not accepted to travel.

- Minors over 3 months and under 5 years of age on request of parents/legal guardians - TAP will provide an Escort person (ESHO). 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.

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.

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
- Brothers/sisters travelling together will pay just one UMNR service charge.

Though paying just one service charge it’s mandatory to enter SSRUMNR for both.

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

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 - INCAD PART 2 - must be always sent via fax to 00351-21-843 63 35 or the local TAP doctor, if any.

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.

- **Domestic**
  - Continuos Flow - EUR 150
  - Non Continuos Flow - EUR 80

- **Europe**
  - Continuos/Non Continuos Flow - EUR 170

- **Intercontinental**
  - Continuos/Non Continuos Flow - EUR 300

An EMD-A for MEDA 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.
- 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 can not 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 INCAD 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 VXF/RAI/SID/OXB/MPM/TMS/LAD:
  BOW class fares shall apply instead of YOW class fares
- 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 pax or in the immediate family
**SERVICE FEES (Values per one way)**

<table>
<thead>
<tr>
<th>Service Fee</th>
<th>Domestic Flights</th>
<th>Intercontinental Flights</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BAGGAGE</strong></td>
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<tr>
<td><strong>AND</strong></td>
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<tr>
<td><strong>SERVICE FEES</strong></td>
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<td></td>
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<tr>
<td><strong>Scuba Diving</strong></td>
<td>EUR35</td>
<td>EUR100</td>
</tr>
<tr>
<td><strong>Golfing Equipment</strong></td>
<td>Up to 17 kg</td>
<td>EUR20</td>
</tr>
<tr>
<td></td>
<td>Over 17 kg</td>
<td>EUR35</td>
</tr>
<tr>
<td><strong>Surfboards/ Bodyboards/ Skimminboards/ Wakeboards</strong></td>
<td>Domestic flights</td>
<td>EUR35</td>
</tr>
<tr>
<td>(Per bag equipment up to 20kg)</td>
<td>Europe/Morocco/Algeria</td>
<td>EUR50</td>
</tr>
<tr>
<td></td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td><strong>Kitesurf and Windsurf</strong></td>
<td>Domestic flights</td>
<td>EUR35</td>
</tr>
<tr>
<td>(Per bag equipment up to 20kg)</td>
<td>Europe/Morocco/Algeria</td>
<td>EUR50</td>
</tr>
<tr>
<td><strong>Deltaglider/Paraglider</strong></td>
<td>EUR35</td>
<td>EUR100</td>
</tr>
<tr>
<td><strong>Hang gliding</strong></td>
<td>EUR35</td>
<td>EUR100</td>
</tr>
<tr>
<td>(Per bag equipment up to 20kg)</td>
<td>EUR35</td>
<td>EUR100</td>
</tr>
<tr>
<td><strong>Snow/Water Ski equipment</strong></td>
<td>EUR35</td>
<td>EUR75</td>
</tr>
<tr>
<td><strong>Bikes &amp; Tandems</strong></td>
<td>EUR35</td>
<td>EUR100</td>
</tr>
<tr>
<td><strong>Vaulting Poles</strong></td>
<td>EUR35</td>
<td>EUR100</td>
</tr>
<tr>
<td><strong>Angling Equipment</strong></td>
<td>EUR35</td>
<td>EUR100</td>
</tr>
<tr>
<td><strong>Other Sports equipment</strong></td>
<td>EUR35</td>
<td>EUR100</td>
</tr>
<tr>
<td>(Per bag equipment up to 20kg)</td>
<td>EUR35</td>
<td>EUR100</td>
</tr>
<tr>
<td><strong>PETC</strong></td>
<td>Up to 8 kg</td>
<td>EUR35</td>
</tr>
<tr>
<td><strong>AVIH</strong> (animal in Hold)</td>
<td>Up to 32 kg</td>
<td>EUR35</td>
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<tr>
<td></td>
<td>Over 32kg and up to 45kg</td>
<td>EUR35</td>
</tr>
<tr>
<td><strong>UBAG</strong> (animal as Cargo)</td>
<td>Over 45kg and up to 70kg</td>
<td>EUR35</td>
</tr>
<tr>
<td></td>
<td>Over 70kg and up to 100kg</td>
<td>EUR35</td>
</tr>
<tr>
<td><strong>Arms and Ammunition</strong></td>
<td>EUR70</td>
<td>EUR200</td>
</tr>
<tr>
<td><strong>Musical Instruments</strong> (in Hold)</td>
<td>EUR70</td>
<td>EUR200</td>
</tr>
<tr>
<td><strong>Ambulances</strong></td>
<td>EUR70</td>
<td>EUR200</td>
</tr>
<tr>
<td><strong>UMNR</strong></td>
<td>EUR100</td>
<td>EUR200</td>
</tr>
<tr>
<td><strong>ESHO</strong></td>
<td>EUR100</td>
<td>EUR200</td>
</tr>
<tr>
<td><strong>EXTRA SEAT</strong></td>
<td>Same fare plus YQ as paid by the passenger for each extra seat</td>
<td></td>
</tr>
<tr>
<td><strong>Oxygen</strong></td>
<td>Domestics Europe/Morocco/Algeria</td>
<td>EUR150</td>
</tr>
<tr>
<td><strong>Continuous Flow</strong></td>
<td>EUR170</td>
<td>EUR300</td>
</tr>
<tr>
<td><strong>Non Continuous Flow</strong></td>
<td>Domestics Europe/Morocco/Algeria</td>
<td>EUR80</td>
</tr>
<tr>
<td><strong>Incubator</strong></td>
<td>Globettroter TI100/TI500</td>
<td>4 times full normal adult Y class one way fare*</td>
</tr>
<tr>
<td><strong>Stretcher</strong></td>
<td>4 times full normal adult Y class one way fare*</td>
<td></td>
</tr>
<tr>
<td><strong>Wheelchairs</strong></td>
<td>Free of charge</td>
<td></td>
</tr>
<tr>
<td><strong>Blind/Deaf Passengers</strong></td>
<td>Seeing Eye/Hearing Dog – free of charge</td>
<td></td>
</tr>
<tr>
<td><strong>Refund Fee</strong></td>
<td>EUR25</td>
<td></td>
</tr>
</tbody>
</table>

*Except to/from SID/RAI/VXE/OXB/MPM/TMS/LAD – B OW class shall apply instead Y OW class; YOW TAP fares will apply, when existing; Pax and Accompanying persons shall pay the applicable fare

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

Revised: DECEMBER 2013 Changes/Updates effectiveness from JANUARY 2014

**Inserted in Amadeus Pages: "GG AIR TP BAGS "or "GG AIR TP CHAS"**
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 acção 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 objecto de verificação por parte da TAP Portugal ou dos seus agentes autorizados.

A presente declaração é feita em ___ de ____________ de 2013.

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 ____ __________, 2013 and is duly executed by me.

Identification of the Transport:

Flight:

Date:

Passenger Name:

Id. Document:

Signature:
For any information or clarification on matters of BAGGAGES or Service Charges please contact:

Pricing.baggages@tap.pt or tarifas.portugal@tap.pt