

**GENERAL CONDITIONS OF
CARRIAGE FOR CARGO**



Effective Date from 1 July 2022

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ARTICLE 1: DEFINITIONS

"Agent" means, except when the context otherwise requires, any person who has authority, express or implied, to act for or on behalf of Carrier in relation to the Carriage of Cargo unless that person is acting as Shipper with respect to a Shipment governed by these General Conditions of Carriage.

"GBA Cargo" means the Cargo Department of Greater Bay Airlines ("**GBA**"), a corporation existing under the laws of Hong Kong. For the purposes of the exemption from and limitation of liability provided for or referred to in these conditions or in any other provision, the term GBA Cargo includes GBA's employees or representatives, or Agents or sub-contractors of GBA Cargo and GBA, unless the context otherwise requires.

"Air Waybill" means which is equivalent to the term "air consignment note", means the document entitled "Air Waybill/Consignment Note" made out by or on behalf of the Shipper which evidences the contract between the Shipper and Carrier for Carriage of Cargo.

"Applicable Convention" means, unless the context requires, whichever of the following instruments are applicable to the contract of Carriage:

- the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, 12 October 1929 (hereinafter referred to as "the Warsaw Convention"); or
- the Warsaw Convention as amended at The Hague on 28 September 1955; or
- the Warsaw Convention as amended by Additional Protocol No. 1 of Montreal (1975); or
- the Warsaw Convention as amended at The Hague and by Additional Protocol No.2 of Montreal (1975); or
- the Warsaw Convention as amended at The Hague and by Protocol No. 4 of Montreal (1975); or
- Guadalajara Supplementary Convention (1961) (Guadalajara); or
- The Convention on the Contract for the International Carriage of Goods by Road (CMR Convention) signed at Geneva on 19th May 1956; or
- The Convention for the Unification of Certain Rules for International Carriage by Air, signed at Montreal, 28 May 1999.

"Cargo", which is equivalent to the term "goods", means anything carried or to be carried in an aircraft except mail, or baggage carried under a passenger ticket and baggage check, but includes baggage moving under an Air Waybill or a Shipment Record.

"Carriage", which is equivalent to the term "transportation", means Carriage of Cargo by air or by another means of transport, whether gratuitously or for reward, as understood in the Applicable Convention.

"Carrier" includes the air carrier issuing the Air Waybill or preserving the Shipment Record and all carriers that carry or undertake to carry the Cargo or to perform any other services related to such Carriage and whose code features on the Air Waybill or Shipment Record.

"Charges Collect" means the charges entered on the Air Waybill or Shipment Record for collection from the Consignee against delivery of the Shipment.

"Charges Prepaid" means the charges entered on the Air Waybill or Shipment Record for payment by the Shipper to Carrier at the time of acceptance of Shipment.

"Code Share Flight" means a flight operated by an air Carrier that can be either the Carrier with which the Agent concluded a contract (contracting Carrier or contractual Carrier), or another Carrier (Carrier operating the flight or actual Carrier) with which the contracting Carrier has associated its Designator Code.

"Consignee" means the person whose name appears on the Air Waybill or Shipment as the party to whom the Shipment is to be delivered by Carrier.

"Days" means full calendar days, including Sundays and legal holidays; provided that for purposes of notification the balance of the day upon which notice is despatched shall not be counted.

"Delivery Service" means the surface Carriage of inbound Shipments from the airport of destination to the address of the Consignee or that of his designated agent or to the custody of the appropriate government agency when required, including any incidental surface Carriage between airports.

"Forwarding" means any service Carrier carries out in its capacity as a non-transporting entity. This may include, but is not limited to: brokerage and trading in capacity, insurance, customs, fiscal representation, logistic Services, supply chain management.

"Pick-Up Service" means the surface Carriage of outbound Shipments from the point of pickup at the address of the Shipper or that of his designated agent to the airport of departure, including any incidental surface Carriage between airports.

"Shipment", which is equivalent to the term "consignment" means, except as otherwise provided herein, one or more packages, pieces or bundles of Cargo accepted by Carrier from one Shipper at one time and at one address, receipted for in one lot and under a single Air Waybill, for Carriage to one Consignee at one destination address.

"Shipment Record" means any record of the contract of Carriage preserved by Carrier, evidenced by electronic means.

"Shipper", which is equivalent to the term "Consignor", means the person whose name appears on the Air Waybill, as the party contracting with Carrier for the Carriage of Cargo.

"Special Drawing Right" means a Special Drawing Right as defined by the International Monetary Fund.

ARTICLE 2: APPLICABILITY

2.1 General:

These conditions shall apply to all Carriage of Cargo, including all services incidental thereto, performed by or on behalf of Carrier; provided however that if such Carriage is "International Carriage" as defined in the Applicable Convention, such Carriage shall be subject to the provisions of the Applicable Convention and to these conditions to the extent that these conditions are not inconsistent with the provisions of such Convention.

2.2 Code Share Flight

Some flights or services of the air Carrier may be subject to a Code Share agreement with other air Carriers. In such case, a Carrier which designator code does not feature on the Air Waybill or in the Shipment Record may operate the relevant air service. These general conditions shall remain applicable for this type of flight.

2.3 Applicable Laws and Carrier's Tariffs

To the extent not in conflict with 2.1 all Carriage and other services performed by Carrier are subject to:

- 2.3.1 applicable laws (including national laws implementing a convention or extending the rules of the applicable convention to Carriage which is not "International Carriage" as defined in the applicable convention) government regulations, orders and requirements;
- 2.3.2 these conditions and other applicable tariffs, rules, regulations and timetables (but not the times of departure and arrival therein specified) of Carrier which may be inspected at any of its offices and at airports from which it operates regular services;

2.4 Applicable to U.S.A. and Canada

These Conditions do not apply to Carriage between places in the United States or in Canada or between a place in the United States or in Canada and any place outside thereof to which tariffs in force in those countries apply. The tariffs applicable to such Carriage are available for inspection at the offices of Carrier or may be obtained from Carrier.

2.5 Gratuitous Carriage

With respect to gratuitous Carriage, Carrier reserves the right to exclude the application of all or any part of these conditions.

2.6 Charters

With respect to Carriage of Cargo performed pursuant to a charter agreement with Carrier, such Carriage shall be subject to Carrier's charter tariffs applicable thereto (if any) and these conditions shall not apply except to the extent provided in said charter tariff. Where Carrier has no charter tariff applicable to such charter agreement, these conditions shall apply to such agreement except that Carrier reserves the right to exclude the application of all or any part of these conditions and, in case of divergence between the applicable provisions of these conditions and the conditions contained or referred to in the charter agreement, the latter shall prevail and the Shipper, by

accepting Carriage pursuant to a charter agreement, whether or not concluded with the Shipper, agrees to be bound by the applicable terms thereof.

2.7 Change Without Notice

These conditions and the published rates and charges are subject to change without notice except to the extent otherwise provided by applicable law or government regulations or order; provided however that no such change shall apply to a contract of Carriage after the date of issuance of the Air Waybill by Carrier or after the date the rate or charge for the Carriage has been entered in the Shipment Record.

2.8 Effective Rules

All Carriage of Cargo governed by these conditions shall be subject to Carrier's rules, regulations and tariffs in effect on the date of the issuance of the Air Waybill by Carrier or on the date of the Shipment Record, whichever is applicable, provided that in the event of inconsistency between these conditions and Carrier's rules, regulations and tariffs, these conditions shall prevail. Under no circumstances will Carrier accept any increased obligations or liability that arise by virtue of Shippers or Agents issuing Air Waybills or Shipment Records for Carriage of Shipments on Carrier's flights which purport to waive or restrict Carrier's entitlement to rely upon these conditions, regulations and tariffs; and Shipper agrees to indemnify and hold harmless Carrier in respect of any increased liability, losses, damages, costs or expenses that arise from issuing such Air Waybills or Shipment Records.

ARTICLE 3: ACCEPTABILITY OF GOODS FOR CARRIAGE

3.1 Cargo Acceptable

Carrier undertakes to transport, subject to the availability of suitable equipment and capacity, all Shipments, unless otherwise excluded by Carrier's regulations and provided:

- 3.1.1 the transportation, or the exportation or importation thereof is not prohibited by the laws or regulations of any country to be flown from, to or over;
- 3.1.2 they are packed, labelled and described in a manner ready for Carriage as required by the issuing Carrier and any subsequent Carrier and suitable for Carriage by aircraft;
- 3.1.3 they are accompanied by the requisite shipping documents;
- 3.1.4 they are not likely to endanger aircraft, persons or property, or cause annoyance to passengers;
- 3.1.5 to the extent permitted by law the Carrier reserves the right without assuming any liability to refuse Carriage of Cargo or, retain, cancel, defer or, at any time, return any Shipment likely to cause damage or delay to other Shipments, goods or persons, or the Carriage of which is prohibited by law or is in violation of any of these Conditions. Carrier's acceptance of a Shipment does not imply that such Shipment conforms to applicable laws and regulations or to the present conditions.

3.2 Valuation Limit of Shipment

Carrier may refuse Carriage of Shipments having a declared value for Carriage in excess of the amount specified in Carrier's rules and regulations.

3.3 Packing and Marking of Cargo

3.3.1 Shipper is responsible for ensuring that the Cargo is packed in an appropriate way for Carriage so as to ensure that

- (a) it can be carried safely with ordinary care in handling;
- (b) it can be protected from all weather conditions to which it may be exposed, including but not limited to rain, wind, heat and cold;
- (c) it does not injure or damage any persons, animals, goods or property. Each package shall be legibly and durably marked with the name and full address of the Shipper and Consignee.

3.3.2 Packages containing valuables as defined in Carrier's regulations must be sealed if so requested by Carrier.

3.3.3 The Carrier is under no obligation to note or be aware of any information contained on the house air waybills used in respect of consolidated or pre-packed Shipments.

3.3.4 The Carrier reserves the right to refuse the transportation of Cargo that is not suitably packed or marked.

3.4 Special Cargo

The Shipper shall not tender for Carriage any high value cargo, perishables which require temperature control, pharmaceutical products, live animals, dangerous goods, weapons and munitions of war and strategic commodities.

Other special Cargo, including but not limited to fragile goods, human remains, is acceptable only under the conditions set forth in Carrier's regulations or standard operating procedures applicable to the Carriage of such Cargo. Such Cargo must be packed and documented strictly in accordance with Carrier's special handling procedures which are incorporated and form part of these conditions and standard industry practices. In the event of deterioration of such Shipments for whatever reason Carrier in its sole discretion may take such steps as it deems appropriate.

3.5 Dangerous Goods

The Shipper shall not tender for Carriage any volatile or explosive Cargo or Cargo which is or may become dangerous, inflammable or offensive or which is or may become liable to damage any property whatsoever without presenting a full description disclosing the nature of the Cargo, and in any event the Shipper shall be liable for any loss and damage caused thereby. If in the sole opinion of Carrier the Cargo becomes or is liable to become dangerous, inflammable, explosive, volatile, offensive or damaging in nature, the same may at any time be retained, destroyed, disposed of or abandoned or rendered harmless by Carrier without compensation to the Shipper and

without prejudice to Carrier's right to any charges hereunder and at the sole cost of the Shipper.

3.6 Responsibility for Non-Observance of Conditions, Laws and Regulations

The Shipper warrants that he has complied with all the laws, regulations, conditions, Carrier's standard operating procedures and standard industry practices relating to the nature, packaging, labelling, storage or Carriage of Cargo and that the Cargo is packed in a manner adequate to withstand the ordinary risks of Carriage having regard to its nature, and further the Shipper hereby indemnifies Carrier for any loss, damage, delay, liability whatsoever and penalties, costs, fees and expenses as a result of or arising out of the Shipper's failure to comply with each of these warranties or non-observance of the laws, regulations, conditions, Carrier's standard operating procedures and standard industry practices relating to the carriage of special cargo, including but not limited to compliance with the applicable Dangerous Goods Regulations.

3.7 Carrier's Right of Inspection

Carrier reserves the right to examine the packaging and contents of all Shipments and to enquire into the correctness or sufficiency of information or documents tendered in respect of any Shipment but Carrier shall be under no obligation to do so. Under no circumstances will Carrier be liable for any direct or indirect losses resulting from its examination of the packaging and Shipments.

3.8 Pre-packed and Mixed Pre-packed Shipments

The Shipper warrants that it will provide the Carrier with such contemporaneous information that it reasonably requires at the time of booking and acceptance of the number of pieces and weight of packages that have been pre-packed. The Shipper accepts that the Carrier will not have had the opportunity to examine the contents of any pre-packed Shipment and hereby indemnifies the Carrier for any liability whatsoever and costs, fees and expenses as a result of or arising out of the Shipper's failure to comply with this warranty.

ARTICLE 4: DOCUMENTATION

4.1 Air Waybill

When an Air Waybill is used to establish the contract of carriage, the Shipper shall make out or have made out on its behalf, an Air Waybill in the form, manner and number of copies prescribed by Carrier, and shall deliver such Air Waybill to Carrier simultaneously with the acceptance of the Cargo by Carrier for Carriage. However, charges for Carriage and other charges, insofar as they have been ascertained, shall be inserted in the Air Waybill by Carrier. Carrier may require the Shipper to make out, or have made out on his behalf, separate Air Waybills when there is more than one package.

4.2 Shipment Record

A Shipment Record establishes the contract of carriage unless an Air Waybill is used. Carrier, with the express or implied consent of the Shipper may substitute for the delivery of an Air Waybill a Shipment Record to preserve a record of the Carriage to

be performed. If such Shipment Record is used Carrier shall, if so requested by the Shipper, deliver to the Shipper in accordance with Carrier's regulations a cargo receipt for the Cargo permitting identification of the Shipment and access, in accordance with Carrier's regulations, to the information contained in the Shipment Record.

4.3 Apparent Condition/Packing of the Cargo

If the apparent order and condition of the Cargo and/ or packing is in any way defective the Shipper shall, if an Air Waybill is delivered, include on the Air Waybill a statement of such apparent order and condition. If no Air Waybill is delivered the Shipper shall advise Carrier of the apparent order and condition of the Cargo, to enable Carrier to insert an appropriate reference thereto in the Shipment Record. However, if the Shipper fails to include such statement in the Air Waybill or to advise Carrier of the apparent order and condition of the Cargo, or if such statement or advice is incorrect, Carrier may include in the Air Waybill or insert in the Shipment Record a statement of the apparent order and condition of the Cargo, or note a correction thereto.

4.4 Preparation, Completion or Correction by Carrier

Carrier may at the request of the Shipper expressed or implied, make out the Air Waybill in which event, subject to proof to the contrary, Carrier shall be deemed to have done so on behalf of the Shipper. If the Air Waybill handed over with the Cargo or if the particulars and statements relating to the Cargo furnished by or on behalf of the Shipper to Carrier for insertion in the Shipment Record do not contain all the required particulars, or if the Air Waybill or such particulars or statements contain any error, Carrier is authorised to complete or correct the Air Waybill or particulars or statements to the best of Carrier's ability without being under any obligation to do so.

4.5 Responsibility for Particulars

The Shipper is responsible for the correctness of the particulars and statements relating to the Cargo inserted by him or on his behalf in the Air Waybill or furnished by him or on his behalf to Carrier for insertion in the Shipment Record. Where such information is provided by means of Electronic Data Interchange (EDI), it is the responsibility of the Shipper or the Shipper's Agent to verify the contents, accuracy and completeness of the EDI messages and subsequent messages according to the agreed standards and specifications. The Shipper's particulars as to value, unless no value is declared with a supplemental charge having been paid, shall be conclusive evidence, as against the Shipper and Consignee of the value of the Shipment. Where no value is declared the Shipper warrants that the Shipper requires no special security or handling. The Shipper shall indemnify Carrier against all damage suffered by him, or by any other person to whom Carrier is liable, by reason of the irregularity, incorrectness, or incompleteness of the particulars and statements furnished by the Shipper or on his behalf.

4.6 Alterations

Air Waybills, the writing on which has been altered or erased, need not be accepted by Carrier.

ARTICLE 5: RATES AND CHARGES

5.1 Applicable Rates and Charges

5.1.1 Rates and charges (including terminal charges) for Carriage governed by these conditions are those duly published by Carrier from time to time and available on request, or as individually communicated to the Shipper or the Shipper's Agent, or determined by Carrier and in effect on the date of the issuance of the Air Waybill by Carrier or on the date the rate or charge for the Carriage has been entered in the Shipment Record.

5.1.2 Consignments will be accepted by Carrier with charges either prepaid or to be collected at the agreed destination, at its own discretion. Upon acceptance of those consignments by Carrier, the rates as (individually) communicated to the Shipper or the Shipper's Agent, as per article 5.1.1 of the General Conditions, will be applied for invoicing. In the event that the Shipper or the Shipper's Agent has delivered consignments for transportation that do not match with earlier (individually) confirmed and valid rates, Carrier reserves the right to charge the rates published to the general public.

5.2 Airport to Airport

Except as otherwise provided in Carrier's regulations, rates and charges apply only from airport to airport.

5.3 Basis of Rates and Charges

Rates and charges will be based on the units of measurement and subject to the rules and conditions published in Carrier's regulations and rate tariffs.

5.4 Services not included in Published Rates and Charges

Except as otherwise provided in Carrier's rules and regulations for product and services, rates and charges apply only from airport to airport and do not include any ancillary service given by Carrier in connection with the air Carriage, in particular surface transportation services between airports or between airports and designated pick-up or delivery addresses.

5.5 Insurance

Carrier does not offer all risk insurance on Cargo Shipments. Carrier recommends that Shipper obtains such insurance.

5.6 Payment of Charges

5.6.1 Rates and charges are published in the currency shown in the applicable rate tariffs, any may be paid in any currency acceptable to Carrier. When payment is made in a currency other than in the currency in which the rate or charge is published, such payment will be made at the rate of exchange established for such purpose by Carrier, the current statement of which is available for inspection upon first request at Carrier's office where payment is made. The provisions of this paragraph are subject to applicable exchange laws and government regulations.

5.6.2 Full applicable charges, whether prepaid or collect, fees, duties, taxes, charges, advances and payments, made or incurred or to be incurred by Carrier and any other

sums payable to Carrier, will be deemed fully earned, whether or not the Cargo is lost or damaged, or fails to arrive at the destination specified in the contract of Carriage. All such charges, sums and advances will be due and payable upon receipt of the Cargo by Carrier, except that they may be collected by Carrier at any stage of the service performed under the contract of Carriage and may be collected at any time upon demand of Carrier.

- 5.6.3 The Shipper guarantees payment of the freight rate, storage charges and all other unpaid charges, unpaid Charges Collect, advances and disbursements of Carrier. The Shipper also guarantees payment of all costs, expenditures, fines, penalties, loss of time, damage and other sums which Carrier may incur or suffer by reason of the inclusion in the Shipment of articles the Carriage of which is prohibited by law, or the illegal, incorrect or insufficient marking, numbering, addressing or packing of packages or descriptions of the Cargo, or the absence, delay or incorrectness of any export or import licence or any required certificate or document, or any improper customs valuation, or incorrect statement of weight or volume. Carrier shall have a lien on the Cargo for each of the foregoing and, in the event of non-payment thereof, shall have the right to dispose of the Cargo at public or private sale (provided that prior to such sale Carrier shall have mailed notice thereof to the Shipper or to the Consignee at the address stated in the Air Waybill or in the Shipment Record) and to pay itself out of the proceeds of such sale any and all such amounts. No such sale shall, however, discharge any liability to pay any deficiencies, for which the Shipper and the Consignee shall remain jointly and severally liable. By taking delivery or exercising any other right arising from the contract of Carriage, the Consignee agrees to pay such charges, sums and advances, except prepaid charges.
- 5.6.4 If the gross weight, measurement, quantity or declared value of the Cargo exceeds the gross weight, measurement, quantity or declared value on which charges for Carriage have been previously computed, Carrier shall be entitled to require payment of the charge on such excess. If the gross weight, measurement, quantity or declared value of the Cargo falls short of the gross weight, measurement, quantity or declared value on which charges for Carriage have been previously computed and for which capacity was reserved, Carrier reserves the right to charge the previously and originally computed charges.
- 5.6.5 Charges Collect Shipments will be accepted only to countries listed in Carrier's regulations and subject to the conditions contained therein. In any event Carrier reserves the right to refuse Shipments on a Charges Collect basis to any country where regulations prevent the conversion of funds into other currencies or the transfer of funds to other countries. Information on countries to which Charges Collect service is available may be obtained from offices and representatives of Carrier.
- 5.6.6 All charges applicable to a Shipment are payable at the time of acceptance thereof by the Carrier in the case of a prepaid Shipment, i.e. a Shipment on which the charges are to be paid by the Shipper, or at the time of delivery thereof by the Carrier in the case of a collect Shipment, i.e. a Shipment on which the charges are to be paid by the Consignee.

5.6.7 Carrier may cancel the Carriage of the Shipment upon refusal by the Shipper, after demand by Carrier, to pay the charges or portion thereof so demanded, without Carrier being subject to any liability therefor.

ARTICLE 6: SHIPMENTS IN COURSE OF CARRIAGE

6.1 Compliance with Government Requirements

6.1.1 The Shipper shall comply with all applicable laws, customs and other government regulations of any country to or from which the Cargo may be carried, including those relating to the packing, Carriage or delivery of the Cargo, and shall, together with the Shipment, furnish such information and deliver such documents as may be necessary to comply with such laws and regulations. Carrier shall not be obliged to inquire into the correctness or sufficiency of such information or documents. Carrier shall not be liable to the Shipper or any other person for loss or expense due to Shipper's failure to comply with this provision. The Shipper shall be liable to Carrier for any damage occasioned by the failure of the Shipper to comply with this provision.

6.1.2 Carrier shall not be liable for refusing to carry any Shipment if Carrier reasonably determines in good faith that such refusal is required by any applicable law, government regulation, demand, order or requirement.

6.2 Disbursement and Customs Formalities

Carrier is authorised (but shall be under no obligation) to advance any duties, taxes or charges and to make any disbursement with respect to the Cargo and the Shipper and the Consignee shall be jointly and severally liable for the reimbursement thereof. No Carrier shall be under obligation to incur any expense or make any advance in connection with the forwarding or re-forwarding of the Cargo except against prepayment by the Shipper. If it is necessary to make customs entry of the Cargo at any stopping place, and no customs clearance agent has been named on the face of the Air Waybill or in the Shipment Record, the Cargo shall be deemed to be consigned to the Carrier carrying the Cargo to such place. For any such purpose a copy of the Air Waybill, or of the Shipment Record, certified by the Carrier, shall be deemed original.

6.3 Schedules, Routings and Cancellations

6.3.1 Times shown in Carrier's timetables or elsewhere are approximate and not guaranteed and form no part of the contract of Carriage. No time is fixed for commencement or completion of Carriage or delivery of Cargo. Unless specifically agreed otherwise and so indicated in the Air Waybill or Shipment Record, Carrier undertakes to carry the Cargo with reasonable despatch but assumes no obligation to carry the Cargo by any specified aircraft or over any particular route or routes, or to make connections at any point according to any particular schedule. Carrier is hereby authorised to select or deviate from the route or routes of the Shipment, notwithstanding that the same may be stated on the face of the Air Waybill or in the Shipment Record. Carrier is not responsible for errors or omissions either in timetables or other representations of schedules. No employee, Agent or representative of Carrier is authorised to bind Carrier by any statements or representations of the dates or times of departure or arrival, or of operation of any flight.

6.3.2 Carrier is authorised to carry the consignment without notice wholly or partly by any other means of surface transportation, or to arrange such Carriage.

6.3.3 Carrier reserves the right without notice, to cancel, terminate, divert, postpone, delay or advance any flight, or the further Carriage of any Cargo, or to proceed with any flight

without all or any part of the Cargo, if it considers that it would be advisable to do so because of any fact beyond its control (including but without limitation, meteorological conditions, acts of God, force majeure, strikes, riots, civil commotion, government imposed flight restrictions, pandemics, embargoes, wars, hostilities, disturbances or unsettled international or domestic conditions) actual, threatened or reported or because of any delay, demand, condition, circumstance or requirement due, directly or indirectly, to such fact or not reasonably to be foreseen, anticipated, or predicted at the same time the Cargo was accepted; or if it reasonably considers that any other circumstances so require.

- 6.3.4 Provided that no regulations/laws to the contrary are applicable, in the event any flight is, pursuant to 6.3.2, cancelled, diverted, postponed, delayed or advanced or is terminated at a place other than the place of destination or in the event the Carriage of any Shipment is so cancelled, diverted, postponed, delayed, advanced or terminated, Carrier shall not be under any liability with respect thereto. In the event the Carriage of the Shipment or any part thereof is so terminated, delivery thereof by Carrier to any transfer Agent for transfer or delivery or the placing of such Shipment in storage shall be deemed complete delivery under the contract of Carriage, and Carrier shall be without any further liability with respect thereto, except to give notice of the disposition of the Shipment to the Shipper or to the Consignee, at the address stated in the Air Waybill or Shipment Record. Carrier may, but shall not be obligated to, forward the Shipment for Carriage by any other route or forward the Shipment as agent for the Shipper or the Consignee for onward Carriage by any transportation service on behalf of the Shipper or the Consignee. The cost of doing so attaches to the Cargo.
- 6.3.5 Subject to applicable laws, regulations and orders, Carrier is authorised to determine the priority of Carriage as between Shipments, and as between Cargo and mail or passengers. Carrier may likewise decide to remove any articles from a Shipment, at any time or place whatsoever, and to proceed with the flight without them. If as a result of determining such priority, Cargo is not carried or Carriage thereof is postponed or delayed or if any articles are removed from a Shipment, Carrier will not be liable to Shipper or Consignee or to any other party for any consequences of any nature whatsoever arising therefrom.

6.4 Certain Rights of Carrier over Shipment in Course of Carriage

If in the opinion of Carrier it is necessary to hold the Shipment at any place for any reasonable purpose, either before, during or after Carriage, Carrier may, upon giving notice thereof to the Shipper, store the Shipment for the account and at the risk and expense of the Shipper, in any warehouse or other available place, or with the customs authorities; or Carrier may deliver the Shipment to another transportation service for onward Carriage to the Consignee. The Shipper shall indemnify Carrier against any expense or risk so incurred.

ARTICLE 7: AUTHORITY AND INDEMNITY OF SHIPPER

7.1 Authority to Tender Cargo for Acceptance

It is agreed that any person who tenders Cargo to Carrier for Carriage for or on behalf of the Shipper is authorized to do so subject to these conditions.

7.2 Shipper' s Authority

The Shipper warrants that in agreeing to these conditions it has the authority of the person or persons owning or having an interest in the Cargo or any part thereof.

7.3 Shipper' s Indemnity

Without prejudice to the generality of the forgoing, Shipper undertakes to indemnify Carrier in respect of any liability whatsoever and howsoever arising (including without limitation, negligence or breach of contract, bailment or intentional conduct or default of Carrier or otherwise) in connection with Cargo to any person (other than Shipper) who claims to have, who has or who may hereafter have any interest in the Cargo or any part thereof. It is agreed that this indemnity operates irrespective of whether the Carrier's liability arises in events which may constitute a fundamental breach of contract or a breach of a fundamental term.

ARTICLE 8: SHIPPER' S RIGHT OF DISPOSITION

8.1 Exercise of right of disposition

Every exercise of the right of disposition must be made by the Shipper or his designated agent, if any, and must be applicable to the whole Shipment under a single Air Waybill, or under a single Shipment Record. The right of disposition over the Cargo may only be exercised if the Shipper or such agent produces the part of the Air Waybill which was delivered to him, or communicates such other form of authority as may be prescribed by Carrier's regulations. Instructions as to disposition must be given in writing in the form prescribed by Carrier. In the event that the exercise of the right of disposition results in a change of Consignee, such new Consignee shall be deemed to be the Consignee appearing on the Air Waybill or in the Shipment Record.

8.2 Shipper' s Option

8.2.1 Subject to his liability to carry out all his obligations under the contract of Carriage and provided that this right of disposition is not exercised in such way as to prejudice Carrier or other Shippers, the Shipper may at his own expense dispose of the Cargo either:

- (a) by withdrawing it at the airport of departure or of destination; or
- (b) by stopping it in the course of the journey on any landing;

or

- (c) by calling for it to be delivered at the place of destination or in the course of the journey to a person other than the Consignee named in the Air Waybill or Shipment Record; or
- (d) by requiring it to be returned to the airport of departure;

8.2.2 Provided that if, in the opinion of Carrier, it is not reasonably practicable to carry out the order of the Shipper, Carrier shall so inform him promptly and Carrier shall thenceforth be under no obligation to carry out any such order.

8.3 **Payment of Expenses**

The Shipper shall be liable for and shall indemnify Carrier for all loss or damage suffered or incurred by Carrier as a result of the exercise of his right of disposition. The Shipper shall reimburse Carrier for any expenses occasioned by the exercise of his right of disposition.

8.4 **Extent of Shipper's Right**

The Shipper's right of disposition shall cease at the moment when, after arrival of the Cargo at the destination, the Consignee takes possession or requests delivery of the Cargo or Air Waybill, or otherwise shows his acceptance of the Cargo. Nevertheless, if the Consignee declines to accept the Air Waybill or the Cargo, or if he cannot be communicated with, such right of disposition shall continue to vest in the Shipper.

ARTICLE 9: DELIVERY

9.1 **Notice of arrival**

Notice of arrival of the Shipment will, in the absence of other instructions, be sent to the Consignee and any other person whom Carrier has agreed to notify as evidenced in the Air Waybill or Shipment Record; such notice will be sent by ordinary methods. Carrier is not liable for non-receipt or delay in receipt of such notice.

9.2 **Delivery of Shipment**

Except as otherwise specifically provided in the Air Waybill or Shipment Record, delivery of the Shipment will be made only to the Consignee named therein, or his agent. Delivery to the Consignee shall be deemed to have been effected:

9.2.1 when Carrier has delivered to the Consignee or his agent any authorisation from Carrier required to enable the Consignee to obtain release of the Shipment, and

9.2.2 when the Shipment has been delivered to customs or other government authorities as required by applicable law or customs regulation.

9.3 **Place of Delivery**

Except provided in 10.3, the Consignee must accept delivery of and collect the Shipment at the airport of destination or the respective facility as designated by the Carrier.

9.4 **Failure of Consignee to take Delivery:**

9.4.1 If the Consignee fails to take Delivery of the Shipment within 48 hours, a storage charge may be applied.

- 9.4.2 Subject to the provisions of 9.5 hereof, if the Consignee refuses or fails to take delivery of the Shipment after its arrival at the airport of destination, Carrier will endeavour to comply with any instructions of the Shipper set forth on the face of the Air Waybill, or in the Shipment Record. If such instructions are not so set forth or cannot reasonably be complied with, Carrier shall notify the Shipper of the Consignee's failure to take delivery and request his instructions. If no such instructions are received within thirty (30) Days, Carrier may sell the Shipment in one or more lots at public or private sale, or destroy or abandon such Shipment, without engaging liability of Carrier.
- 9.4.2 The Shipper is liable for all charges and expenses resulting from or in connection with the failure to take delivery of the Shipment, including, but not limited to, Carriage charges incurred in returning the Shipment if so required by the Shipper's instructions.
- 9.4.3 If the Shipment is returned to the airport of departure and the Shipper refuses or neglects to make such payments within fifteen (15) Days after such return, Carrier may dispose of the Shipment or any part thereof at public or private sale after giving the Shipper ten (10) Days notice of its intention to do so.

9.5 Disposal of Perishables

- 9.5.1 When a Shipment containing perishable articles as defined in Carrier's regulations is delayed in the possession of Carrier, is unclaimed or refused at place of delivery, or for other reasons is threatened with deterioration, Carrier may immediately take such steps as it sees fit for the protection of itself and other parties in interest, including but not limited to the destruction or abandonment of all or any part of the Shipment, the sending of communications for instructions at the cost of the Shipper, the storage of the Shipment or any part thereof at the risk and cost of the Shipper, or the disposition of the Shipment or any part thereof at public or private sale without notice or engaging liability of Carrier.
- 9.5.2 In the event of the sale of the Shipment as provided for above, either at the place of destination or at the place to which the Shipment has been returned, Carrier is authorised to pay to itself and other transportation services out of the proceeds of such sale all charges, advances, and expenses of Carrier and other transportation services plus costs of sale, holding any surplus subject to the order of the Shipper. A sale of any Shipment shall, however, not discharge the Shipper and/or owner of any liability hereunder to pay any deficiencies.

9.6 Responsibility for Charges

By accepting delivery of the Air Waybill and/or the Shipment the Consignee shall become liable for payment of all costs and charges in connection with the Carriage. Unless otherwise agreed the Shipper shall not be released from his own liability for these costs and charges and will remain jointly and severally liable with the Consignee. Carrier may make delivery of the Shipment or the Air Waybill conditional upon payment of these costs and charges.

ARTICLE 10: PICK-UP AND DELIVERY SERVICES

10.1 Shipments are accepted for Carriage from their receipt at carrier's own cargo terminal or airport office at the place of departure to the airport at the place of destination.

10.2 Availability of Service

Pick-up Service and Delivery Service will be available at the relevant locations, to the extent and subject to the conditions, rates and charges established for such services in accordance with the applicable regulations of Carrier.

10.2 Request for Service

Pick-up or Delivery Service, if available, will be provided when requested by the Shipper. Except when otherwise provided by Carrier's tariffs, delivery service may be provided unless contrary instructions are given by the Shipper or by the Consignee. Such contrary instructions must be received by Carrier prior to removal of the Shipment from Carrier's airport terminal at destination.

10.3 Shipment for which Service is Unavailable

Pick-up Service and Delivery Service will not be provided by Carrier without special arrangement for any Shipment which, in the opinion of Carrier, because of its volume, nature, value or weight is impractical for Carrier to handle in normal course.

10.5 Liability

If Pick-up Service or Delivery Service is performed by or on behalf of Carrier, such surface transportation shall be upon the same terms as to liability as set forth in Article 12 hereof. In any other event, and to the extent that other mandatory regulations apply, the issuing Carrier and last Carrier, respectively, in forwarding and re-forwarding the Cargo shall do so only as agents of the Shipper, owner, or Consignee, as the case may be, and shall not be liable for any damage arising out of such additional Carriage unless proven to have been caused by its acts or omissions done with intent to cause damage, death, injury, loss or delay or recklessly with actual knowledge that damage, death, injury, loss, delay would probably result. The Shipper, owner and Consignee hereby authorize such Carriers to do all things deemed advisable to effect such forwarding or re-forwarding, including, but without limitation, selection of means of forwarding or re-forwarding and the routes thereof (unless these have been specified by the Shipper in the Air Waybill or Shipment Record), execution and acceptance of documents of Carriage (which may include provisions excluding or limiting liability) and consigning of Cargo with no declaration of value, notwithstanding any declaration of value in the Air Waybill or Shipment Record.

ARTICLE 11: SUCCESSIVE CARRIERS

11.1 Carriage to be performed under one contract of Carriage by several successive Carriers is regarded as a single operation if it has been considered as such by the parties to the contract.

ARTICLE 12: CARRIER'S LIABILITY

- 12.1 Carrier is liable to the Shipper, Consignee or any other person for damage sustained in the event of destruction or loss of, or damage to, or delay in the Carriage of Cargo only if the occurrence which caused the damage so sustained took place during the Carriage as defined under Article 1.
- 12.2 Except as may be otherwise provided in any Applicable Convention, Carrier is not liable to the Shipper, Consignee or any other person having an interest in the Cargo in tort or contract or bailment or otherwise for:
- (a) any consequences of any delay in the collection of Cargo;
 - (b) loss of Cargo;
 - (c) damage to or deterioration of Cargo;
 - (d) mis-delivery or failure to deliver or delay in delivery of Cargo;
- for any reason whatsoever, whether arising out of or in connection with carriage of Cargo or other services performed by Carrier, unless such damage, delay or loss is proved to have been caused by the Carrier's deliberate conduct or default or recklessness with actual knowledge that damage, delay or loss will result and there has been no contributory negligence on the part of the Shipper, Consignee or claimant.
- 12.3 Carrier is not liable if the destruction, loss of or damage to Cargo is proved to have resulted from:
- (a) inherent defect, quality or vice of Cargo;
 - (b) defective packaging of Cargo performed by a person other than the Carrier;
 - (c) an act of war or an armed conflict;
 - (d) an act of public authority carried out in connection with the entry, exist or transit of the Cargo.
- 12.4 Carrier is not responsible for damage deriving from delay if it is shown that the Carrier and its employees and authorised personnel adopted all the necessary and possible procedures, in accordance with normal due diligence, to prevent the damage or if it was impossible to adopt said procedures.
- 12.5 Carrier will not be liable for any loss, damage or expense arising from death due to natural causes or death or injury of any animal caused by conduct or acts of the animal itself or of other animals such as biting, kicking, goring or smothering, nor for that caused or contributed to by the condition, nature or propensities of the animal, or by defective packing of the animal, or by the inability of the animal to withstand unavoidable changes in its physical environment inherent in the Carriage by air.
- 12.6 If the damage was caused or contributed to by the negligence or other wrongful act or omission of the person claiming compensation, or the person from whom he derives his rights, Carrier shall be wholly or partly exonerated from liability to the claimant to

the extent that such negligence or wrongful act or omission caused or contributed to the damage.

- 12.7 Carrier shall not be liable in any event for any (i) loss of business opportunities and contracts, business interruption, loss of income or revenue, profits, productivity, anticipated savings, goodwill, loss of use, diminution in value, loss of or damage to reputation (whether arising directly or not) and (ii) special, indirect or consequential loss or damage arising from Carriage subject to these conditions, and (iii) costs and expenses incurred to mitigate against such these kinds of damages or claims, whether or not Carrier had knowledge that such loss or damage might be incurred and whether pleaded under Tort, Contract or any other legal theory.
- 12.8 If the Carrier has a liability, then the liability of Carrier shall in no event exceed twenty two (22) Special Drawing Rights per kilogram of Cargo destroyed, lost, damaged or delayed, converted into national currency under applicable law or the limit of liability in the Applicable Convention. Save where a claim is governed by the Warsaw Convention, all limits of liability are unbreakable.
- 12.9 The amount specified in a limit of liability is not an automatic payment. All claims shall be subject to proof of value.
- 12.9 In the case of loss, damage or delay of part of the Shipment, or of any object contained therein, the weight to be taken into consideration in determining the amount to which Carrier's liability is limited shall be only the weight of the items (smallest unit of account being an object, package, box, or carton) affected when unpacked irrespective of the number of packages identified on Air Waybill or Shipment Record.
- 12.10 Nevertheless, when the loss, damage or delay of part of the Shipment, or of an object contained therein, affects the value of other packages, boxes or cartons covered by the same Air Waybill or Shipment Record, the total weight of such affected package, box or cartons shall also be taken into consideration in determining the limit of liability. In the absence of proof to the contrary, the value of any such part of the Shipment lost, damaged or delayed as the case may be, shall be determined by reducing the total value of the Shipment in the proportion that the weight of that part of the Shipment lost, damaged or delayed has to the total weight of the Shipment.
- 12.11 The Shipper, owner and Consignee whose property causes damage to or destruction of another Shipment or of the property of Carrier, shall indemnify Carrier for all losses and expenses incurred by Carrier as a result thereof. Cargo which, because of inherent defect, quality or vice or because of defective packing, is likely to endanger aircraft, persons or property may be abandoned or destroyed by Carrier at any time without notice and without liability therefor attaching to Carrier.
- 12.12 A Carrier issuing an Air Waybill for Carriage over the lines of another Carrier does so only as Agent for such other Carrier and shall not incur in any liability for the loss of or damages caused to the Shipments during such Carriage. Any reference in a Shipment Record to Carriage to be performed by another Carrier shall be deemed to refer to Carriage to be provided as Shipper by such other Carrier. No Carrier shall be liable for the loss, damage or delay of Cargo not occurring on its own line except that the Shipper shall have a right of action for such loss, damage or delay on the terms herein provided

against the first Carrier and the Consignee or other person entitled to delivery shall have such a right of action against the last Carrier under the contract of Carriage.

- 12.13 Whenever the liability of Carrier is excluded or limited under these conditions, such exclusion or limitation shall apply to Agents, servants or representatives of Carrier and also to any Carrier whose aircraft or other means of transportation is used for Carriage.

ARTICLE 13: LIMITATIONS ON CLAIMS AND ACTIONS

- 13.1 Receipt by the person entitled to delivery of the Cargo without complaint is prima facie evidence that the same has been delivered in good condition and in accordance with the contract of Carriage.
- 13.2 No action shall be maintained in the case of loss or damage or delay to goods unless a complaint is made to Carrier in writing as soon as reasonably practicable by the person entitled to delivery. Such complaint shall be made:
- 13.2.1 in the case of visible damage to or partial loss of the goods, immediately after its discovery and at the latest within fourteen (14) Days from the date of receipt of the goods;
- 13.2.2 in the case of other damage to the goods, within fourteen (14) Days from the date of receipt of the goods;
- 13.2.3 in the case of delay, within twenty-one (21) Days from the date on which the goods were placed at the disposal of the person entitled to delivery;
- 13.2.4 in the case of non-delivery of the goods, within one hundred and twenty (120) Days of the date the goods ought to have arrived at destination.
- 13.3 Claims may be filed in the following ways but claimants must still give notice of claims within the time limits set out above:
- (a) submit claims at [*GBA's website*]; or
 - (b) send written claim by post or by fax or by email.
- 13.4 Notices of claim must include complete Shipper and Consignee information, as well as the Air Waybill number, date of Shipment, number of pieces and Shipment weight.
- 13.5 Failure to provide Carrier with notice in the manner and within the time limits above will result in denial of the claim and Carrier will have no liability or obligation to pay a claim. The filing of court proceedings does not constitute compliance with the notice provisions.
- 13.6 All documents in support of a claim must be sent to Carrier promptly. Such documentation may include the packing lists, commercial invoices, survey reports, proof of purchase, letters of credit or other records. These documents must be verifiable to Carrier's satisfaction.

- 13.7 Carrier is not obliged to act on any claims until all charges have been paid. The amount claimed may not be deducted from the charges or any balanced owed to Carrier or its servants and/or Agents.
- 13.8 Only one claim can be filed in connection with a Shipment. Acceptance of payment of a claim shall extinguish any right to recover in connection with that Shipment.
- 13.9 If Carrier or its insurers resolves a claim by paying for the full value of the Shipment, Carrier reserves the right to pick up the Cargo for salvage and all rights, title to, and interest in the Cargo.
- 13.10 Any right to damages against Carrier shall be extinguished if an action is not brought within two (2) years, after arrival at destination, or the day of scheduled arrival of aircraft at destination, or of the break in transport. The calculation method will be determined by the law of the court to which the case is referred to.

ARTICLE 14: OVERRIDING LAW & SEVERABILITY

- 14.1 Insofar as any provision contained or referred to in the Air Waybill or Shipment Record or these conditions may be held contrary to mandatory law, government regulations, orders or requirements, such provision shall remain applicable to the extent that it is not overridden thereby. The invalidity of any such provision shall not affect any other part.
- 14.2 If any court or competent jurisdiction holds any provisions of Carrier's General Conditions of Carriage to be illegal, unfair or invalid, the provisions shall be automatically severed for the purpose of that court's immediate attention. Any such holdings will not affect the legality, fairness or validity of the provision in other matters or of the remaining provisions in Carrier's General Conditions of Carriage.

ARTICLE 15: MODIFICATION AND WAIVER

- 15.1 No Agent, servant or representative of Carrier has authority to alter, modify or waive any provision of the contract of Carriage or of these conditions.
- 15.2 These conditions, rates and charges as published by Carrier from time to time are subject to change without notice, except to the extent otherwise provided by applicable laws or government regulations or orders.