



## **BAGGAGE AND SERVICE FEES**



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## **I – BAGGAGE**

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### **1. Hand Baggage allowance**

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#### **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 of 06 Kg

EXECUTIVE CLASS – 2 pieces of 10 Kg, total weight

NOTE: Flexibility may apply depending on aircraft equipment

#### **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, races, prosthetic devices:

- 1 fully collapsible wheelchair and/or 1 pair of crutches and/or braces or other prosthetic device for the passengers use.
- Passengers own wheelchairs may be carried as checked bag only.

## **2. Free Baggage Allowance**

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Baggage to be carried free of charge in the hold, depending on origin and/or destination, can be determined according two different concepts:

### **WEIGHT CONCEPT**

- Business Class - 30 kg / 66lbs
- Economy Class – 20 kg / 44lbs
- Infants not occupying a seat – 10 kg / 22lbs

### **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 originating in Brazil, 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.

Class		PIECE CONCEPT (*)							WEIGHT CONCEPT	
		EUROPE (Including MA and DZ)		AFRICA v.v.		ATLANTIC			Europe - Africa v.v.	
		Within PT and Europe	DKR/BKO/ACC/OXB - Europe	LAD (Except TO/FROM PT)	AFRICA - AMERICAS (Brazil, USA, Canada, Venezuela)	Venezuela - Europe	USA/Canada - Europe	BRAZIL		MPM CV TMS
Travel Not Originating in Brazil	Travel Originating in Brazil									
Free Baggage Allowance	TAP Executive	2 PC-32kg	2 PC-32kg		2 PC-32kg		2 PC-32kg		30 Kg	
	TAP Plus TAP Classic Tap Basic Tap Discount	1 PC-23kg	2 PC-23kg		2 PC-23kg	1 PC-23kg	2 PC-23kg	2 PC-32kg	20 Kg	
Tolerance	TAP Executive TAP Plus TAP Classic Tap Basic	-							5kg <sup>(a)</sup>	
Victoria-Silver	All	1 extra piece with the maximum weight of 15 Kg							+15 kg	
Victoria-Gold	All	1 extra piece with the maximum weight of 20 kg							+20 Kg	

### Notes:

(\*) - Infants are entitled to 1 piece up to 10kg

(a) - To/From SID/RAI/VXE/TMS tolerance of 10Kg, until 30 November 2011.

### BRAZIL

- Between Spain and Brazil – Sectors operated with **Beechcraft** (BEH) will apply 2PC x 23Kg.

- Following the ANAC Government imposition, travels originated in Brazil, will benefit of PC32Kg (executive 2PCx32Kg; economy 2PCx32Kg).

-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 90°), 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. Weight Concept

**3.1.1. APPLICABLE ON TP/NI OPERATED FLIGHTS OR WHEN TAP IS THE MSC (MOST SIGNIFICANT CARRIER – RESO302):**

**Values per kg must apply according to the following table:**

		AFRICA		
BETWEEN		CV TMS	JNB MPM	LAD
EUROPE	Portugal	15 €	25 €	25 €
	Spain	20 €	30 €	-
	Europe* Morocco/Algeria	30 €	40 €	-

\* Europe, except Portugal e Spain

**For Excess Baggage charges in GBP, apply 1EUR=1GBP**

**3.1.2. WHEN ANOTHER AIRLINE IS CONSIDERED THE MSC (MOST SIGNIFICANT CARRIER) THIS AIRLINE'S RULES AND CHARGES SHOULD APPLY**

IATA rules shall apply (1.5 pct of full normal Y class OW fares)

### **3.2. Piece Concept**

Piece concept applies:

- ⇒ Within Europe (including Morocco and Algeria).
- ⇒ From/ to USA, Canada, Venezuela, Brazil, Senegal, Guinea Bissau, Mali and Ghana.
- ⇒ Between Europe (except Portugal) and Luanda.

Baggage in excess of the free baggage allowance can apply due to:

- Excess number
- Oversize
- Overweight or
- Combination of above situations

#### **Transport of Baggage with more than 32 kg per piece**

In order to facilitate the handling of heavy baggage it is recommended that the weight of each baggage not exceed 32 kg. Passengers must be encouraged to re-pack each bag that exceeds 32 kg.

In case a passenger carries any piece of baggage weighting more than 32 kg we recommend contacting the Procedures Department so that the necessary arrangements can be made.

Charges apply per piece and per direction as follows:

PIECE CONCEPT (*)								
EUROPE (Including MA and DZ)	Intercontinental				EXCEPTIONS			
Within PT and Europe	DKR/ BKO/ ACC/ OXB - Europe	LAD - Europe (Except TO/FROM PT)	CCS - Europe	BRAZIL Travel <b>Not</b> Originating in Brazil	BRAZIL Travel Originating in Brazil	USA/ Canada - Europe	AFRICA- AMERICAS (Brazil, USA, Canada, Venezuela)	

### Baggage Allowance

Executive	2 PC-32kg	2 PC-32kg	2 PC-32kg	
Economy	1 PC-23kg	2 PC-23kg	2 PC-32kg	1 PC-23kg
			2 PC-23kg	

### Excess Baggage

#### Excess Number Per extra piece, with dimensions up to 158 cm

2nd piece up to 23Kg	50 EUR 50 GBP	NA	NA	50 EUR 70 USD	NA
Per Extra Piece - up to 23 Kg 2nd Piece to/from USA/CA - up to 32 Kg	50 EUR 50 GBP	150 EUR 200 USD	150 EUR 200 USD	150 EUR 150 USD	250 EUR 300 USD

#### OverWeight Within permitted Free Allowance

From 23Kg up to 32Kg	40 EUR 40 GBP	100 EUR 150 USD	NA	50 EUR 70 USD	200 EUR 300 USD
From 32 Kg up to 45Kg	80 EUR 80 GBP	200 EUR 300 USD	200 EUR 300 USD	200 EUR 300 USD	300 EUR 450 USD

#### OverSize Within permitted Free Allowance

dimensions over 158 cm	50 EUR 50 GBP	100 EUR 150 USD	100 EUR 150 USD	100 EUR 150 USD	200 EUR 300 USD
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#### OverWeight and Oversize Within permitted Free Allowance

weight up to 32Kg and dimensions over 158cm	100 EUR 100 GBP	200 EUR 300 USD	NA	200 EUR 300 USD	300 EUR 450 USD
weight up to 45Kg and dimensions over 158cm	150 EUR 150 GBP	300 EUR 450 USD	300 EUR 450 USD	300 EUR 450 USD	400 EUR 550 USD

#### EXTRA PIECE - Excess Number and Oversize Per Extra Piece

over 158 cm	100 EUR 100 GBP	300 EUR 450 USD	300 EUR 450 USD	300 EUR 450 USD	400 EUR 550 USD
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#### EXTRA PIECE - Excess Number and Overweight Per Extra Piece

up to 32 kg	100 EUR 100 GBP	300 EUR 450 USD	300 EUR 450 USD	300 EUR 450 USD	400 EUR 550 USD
up to 45 kg	200 EUR 200 GBP	400 EUR 550 USD	400 EUR 550 USD	400 EUR 550 USD	500 EUR 700 USD

#### EXTRA PIECE - Excess Number and Overweight and Oversize Per Extra Piece

over 158 cm and up to 32 kg	200 EUR 200 GBP	400 EUR 550 USD	400 EUR 550 USD	400 EUR 550 USD	500 EUR 700 USD
over 158 cm and up to 45 kg	300 EUR 300 GBP	550 EUR 750 USD	550 EUR 750 USD	550 EUR 750 USD	650 EUR 800 USD

## **2.3. Special Regulations**

### **2.3.1. Sports Equipment**

#### **2.3.1.1. Scuba Diving**

##### **2.3.1.1.1 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

##### **2.3.1.1.2 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**

An MDA for XBAG must be issued.

### **2.3.1.2 Golf Equipment**

#### **2.3.1.2.1 General Definitions**

Golfing equipment contained in not more than 1 golf bag, which may also include one pair of golf shoes.

#### **2.3.1.2.2 Service Charges**

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

##### **1<sup>ST</sup> Set of golf equipment:**

- If not exceeding 15 kg
  - Free of charge
- If exceeds 15 kg:

■ Domestic and European Flights (including Morocco and Algeria) = **20 EUR**

■ Intercontinental Flights:

- Medium Haul (SID/RAI/VXE/DKR/BKO/ACC/OXB/TMS) = **30 EUR**

- Long Haul = **40 EUR**

##### **To carry more than one set of golf equipment (per bag):**

■ Domestic and European Flights (including Morocco and Algeria) = **40 EUR**

■ Intercontinental Flights:

- Medium Haul (SID/RAI/VXE/DKR/BKO/ACC/OXB/TMS) = **60 EUR**

- Long Haul = **80 EUR**

An MDA for XBAG should be issued.

### **2.3.1.3 Surfboards/Bodyboards/Skimboards/Wakeboards**

#### **2.3.1.3.1 General Definitions**

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.

#### **2.3.1.3.2 Service Charges**

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

##### **Per each bag up to 10Kg:**

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

##### **NOTE**

- **APPLY ONE SERVICE CHARGE PER BAG UNTIL 10 KG.  
BAGS OVER 10 KG WILL PAY 1 EXTRA FLAT FOR EACH FRACTION OF 10 KG.**
- Boards must be duly carried in an appropriate bag.

An MDA for XBAG should be issued.

**Declaration of Transport in annex "A"**

### **2.3.1.4 Kitesurf and Windsurf**

#### **2.3.1.4.1 Service Charges**

Applicable per one way and per TP/NI operated flights

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

- Domestic and European Flights (including Morocco and Algeria) = **35 EUR**
- Intercontinental Flights: = **75 EUR**

#### **NOTE:**

- Bags over 20 Kg will pay one extra flat for each fraction of 20 Kg.
- Equipment must be duly carried in an appropriate bag.

An MDA for XBAG should be issued.

### **2.3.1.5 Deltaglider/Paraglider**

#### **2.3.1.5.1 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.

#### **2.3.1.5.2 Service Charges**

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

#### **Per 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**

An MDA for XBAG should be issued.

### **2.3.1.6 Hang gliding**

#### **2.3.1.6.1 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.

#### **2.3.1.6.2 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:**

- Bags over 20 Kg will pay one extra flat for each fraction of 20 Kg.
- Equipment must be duly carried in an appropriate bag.

An MDA for XBAG should be issued.

### **2.3.1.7 Snow/Water Ski Equipment**

#### **2.3.1.7.1 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.

#### **2.3.1.7.2 Service Charges**

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

##### **Per equipment:**

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

An MDA for XBAG should be issued.

### **2.3.1.8. Bikes & Tandems**

#### **2.3.1.8.1 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 cardboard 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.

#### **2.3.1.8.2 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/DKR/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.

An MDA for XBAG should be issued.

### **2.3.1.9 Pole Vaulting equipment**

#### **2.3.1.9.1 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**

An MDA for XBAG must be issued.

### **2.3.1.10 Angling equipment**

#### **2.3.1.10.1 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.

#### **2.3.1.10.2 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**

An MDA for XBAG must be issued.

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### **2.3.1.11 Other Sports Equipment**

#### **2.3.1.11.1 General Definitions**

All other sports equipment not mentioned on previous chapters such as, for instance:

- Canoe
- Bowling equipment, etc.

#### **2.3.1.11.2. Service Charges**

**Per 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:**

- Equipment over 20 Kg will pay one extra flat for each fraction of 20 Kg.

An MDA for XBAG must be issued.

## **2.3.2. Animals**

### **2.3.2.1 General Definitions**

Depending on animals size/weight, animals may be accepted

In Cabin – **PETC** or  
In Hold - **AVIH**

- 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.

### **2.3.2.2 General conditions of acceptance for PETC and AVIH:**

- They must be accompanied by a passenger
- They must be cleaned, healthy, harmless, odourless and not pregnant
- They 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-.
- As from 01JUN05 AVIH to LUANDA is not accepted on TAP flights and therefore must be booked as cargo. Please clearly advise the passenger to contact Cargo Department at least two weekdays before date of travel. In case the passenger is travelling from other point via LIS to LAD, animal should be considered as cargo from origin to destination
- 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 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, pet plus container is 7kg.
- The size of the container cannot exceed 25 cm height and in the sum of the 3 dimensions 105 cm.
- The container may include more than one animal of the same kind 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.

**2.3.2.3. Service Charge PETC/AVIH**

	PETC		AVIH	
	Animal in Cabin		Animal in Hold	
<b>Weight</b>	up to 7kg	up to 20kg	over 20kg	
Domestic Flights	35 EUR	70 EUR	150 EUR	
Within Europe/Morocco/Algeria	70 EUR 70 GBP	100 EUR 100 GBP	200 EUR 200 GBP	
Intercontinental Flights	150 EUR 150 USD 150 GBP	200 EUR 200 USD 200 GBP	300 EUR 300 USD 300 GBP	

**NOTES:**

- For travel between Lisbon and Luanda, the transport of animals in hold can not 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.

#### **2.3.2.4. Service Animals**

A service animal is a seeing-eye, hearing or assistant dog that accompanies a blind, deaf or paraplegic passenger.

The dog must

- Be harmless.
- Not be allowed to move around in the cabin.
- Not occupy a seat.

##### **2.3.2.4.1 Conditions of acceptance of seeing-eye / hearing dogs**

- **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:**

- Seeing-eye dog \*PETC\* will not be accepted on flights destination/transiting UK.
- Check procedures for PETS arriving from E.U. countries.

### **2.3.3. Arms and Ammunition**

#### **2.3.3.1. 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, dismantled 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 arms and ammunition which are permitted for transportation must be checked in and carried in hold -carriage in the cabin is not permitted.

Arms 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 arms 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 arms**

The following items are accepted for transportation in hold:

- Sporting guns, sporting pistols/revolvers and sporting rifles
- Hunting rifles
- Other small defends arms, such as knives, daggers

#### **2.3.3.2. Service Charge**

Firearms and ammunition are included in the free-baggage allowance.

## **II –SERVICE FEES**

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### **1. Ambulances**

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#### **1.1. Service Charges**

Whenever required for transportation within the airport, TAP shall request an ambulance at a flat charge of **150 EUR**.

Applicable per one way and per through flight when travel is TAP online.

An MDA must be issued.

## **2. Unaccompanied Minors/Escort Person**

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### **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.

## **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 MDA must be issued to cover the ESHO 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 RAI/SID/OXB/MPM/TMS/LAD :  
BOW class fares shall apply instead of YOW class fares
- Do not charge airport taxes for ESHO.

An MDA will be issued in the INF/CHD PNR, after the creation of the TST.

After the issuance of the MDA, 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**

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#### **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. Leg rest**

Not available on TAP flights.

##### **3.3.1. Service Charges**

Book and charge extra seat. Apply same fare and YQ as for the passenger.

## **4. Oxygen**

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### **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 MDA should be issued.

## **5. Incubator**

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### **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**

TAP surcharge for incubators is:

- **4 x Full Normal Adult "Y" Class OW Fare**

#### NOTES:

- YOW TAP fares, when existing, will apply.
- except to/from 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 MDA should be issued.

## **6. Stretcher**

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### **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 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**

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### **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 passengers 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 passengers 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.

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**

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### **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.
- Seeing-eye dog \*PETC\* will not be accepted on flights destination/transiting UK

### **8.2. Service Charge**

Transportation of seeing-eye dogs in the cabin or in the hold is free of charge.

## **9. Lost/Stolen Tickets**

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### **9.1. General Definitions**

- A lost or stolen TAP paper ticket can be replaced on *LOST/STOLEN ticket* basis provided pax signs a TAP Form. Assuming full responsibility for the fraudulent use of such lost/stolen ticket.
- TAP tickets issued for domestic travel i.e. journeys wholly within the area comprising Continental Portugal, the Azores and Madeira may not be replaced.
- TAP MCO may not also be replaced.

### **9.2. Service Charges**

- European tickets - EUR 100.00
  - except to/from SPAIN – EUR 50.00
- Intercontinental tickets – EUR 170.00

#### NOTES:

- Charge is NON REFUNDABLE
- Charge is collected per case and not per passenger i.e. a family is considered one case.
- The Form of Payment of the new ticket issued will be INDEMNITY.

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## **10. Refund Fee**

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### **10.1. 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 OW

	Domestics Europe Morocco and Algeria	Intercontinental Flights	
		- Medium Haul - (SID/RAI/VXE/DKR/BKO/ACC/OXB/TMS)	- Long Haul -
<b>Scuba Diving</b>	EUR 35	EUR 100	EUR 150
<b>Golfing Equipment</b>	1st Set Free Of Charge, up to 15Kg		
	If exceeds 15Kg = EUR 20	If exceeds 15Kg = EUR 30	If exceeds 15Kg = EUR 40
<b>Surfboards/ Bodyboards/ Skimminboards/ Wakeboards</b>	More than one equipment of Golf, per Set:		
	EUR 40	EUR 60	EUR 80
<b>Surfboards/ Bodyboards/ Skimminboards/ Wakeboards</b>	Per each bag up to 10KG		
	EUR 35	EUR 75	EUR 100
<u>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.</u>			
<b>KiteSurf/ WindSurf</b> (Per bag equipment up to 20Kg)	EUR 35	EUR 75	EUR 75
<b>Snow Ski/ Water Ski</b>	EUR 35	EUR 75	EUR 100
<b>Hang gliding</b> (Per bag equipment up to 20Kg)	EUR 35	EUR 75	EUR 100
<b>Deltaglider/ Paraglider</b>	EUR 35	EUR 100	EUR 150
<b>Bikes &amp; Tandems</b>	EUR 35	EUR 100	EUR 150
<b>Vaulting Poles</b>	EUR 35	EUR 100	EUR 150
<b>Angling Equipment</b>	EUR 35	EUR 100	EUR 150
<b>Other sports equipment</b>	<b>Per Bag Up to 20kg</b>	EUR 35	EUR 100

<b>PETC</b>	<b>Up to 7kg</b>	Domestic EUR35 Europe/Morocco/Algeria EUR70/GBP70	EUR150/USD150/GBP150	EUR150/USD150/GBP150
<b>AVIH</b>	<b>Up to 20kg</b>	Domestic EUR70 Europe/Morocco/Algeria EUR100/GBP100	EUR200/USD200/GBP200	EUR200/USD200/GBP200
	<b>Over 20kg</b>	Domestic EUR150 Europe/Morocco/Algeria EUR 200/GBP200	EUR300/USD300/GBP300	EUR300/USD300/GBP300
<b>Arms and Ammunition</b>	Included in Free Baggage Allowance			
<b>Ambulances</b>	Charge of EUR 150			
<b>UMNR</b>	EUR 50		EUR 100	EUR 100
<b>ESHO</b>	1 X Full applicable normal OW. CHD/INF pays 100% of applicable adult fare.			
<b>Extra seat</b>	Same fare plus YQ as paid by the passenger for each extra seat.			
<b>Oxygen</b>	<b>Continuos Flow</b>	Domestics: EUR 150 European: EUR 170	EUR 300	EUR 300
	<b>Non Continuos Flow</b>	Domestics: EUR 80 European: EUR 170	EUR 300	EUR 300
<b>Incubator</b>	Globetrotter TI100/TI500 4 times full normal adult Y class one way fare.			
<b>Stretcher</b>	4 times full normal adult Y class one way fare * * - Except to/from SID; OXB; TMS; MPM; 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			
<b>Wheel Chairs</b>	Free of charge			
<b>Blind/Deaf Passengers</b>	Seeing Eye/Hearing Dog - Free of charge			
<b>Lost/Stolen Documents</b>	European tickets - EUR 100, except to/from Spain EUR 50		Intercontinental tickets - EUR170	Intercontinental tickets - EUR170
<b>Refund Fee</b>	EUR25		EUR 25	EUR 25

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

# ***Annex A***

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(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 2011.

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 \_\_\_\_ \_\_\_\_\_, 2011 and is duly executed by me.

Identification of the Transport:

Flight:

Date:

Passenger Name:

Id. Document:

Signature:



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**BAGGAGE  
AND  
SERVICE FEES**

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

**LISTQTP or [tarifas.portugal@tap.pt](mailto:tarifas.portugal@tap.pt)**