Terms & Conditions VNA / LAS Netherlands

25 October 2026

PREFIX/AIRLINE CODE	**738 / VN**
AWB HEADER	VIETNAM AIRLINES GIA LAM AIRPORT HANOI VIETNAM
REMARKS	PREPAID only Charges collect: on request only Volume ratio: 1:6 (1000 kg = 6 cbm / 1 cbm = 166.667 kg) IATA rates less 6% commission Security surcharge: EUR 0.15/kg chargeable weight Fuel surcharge: EUR 0.95/kg chargeable weight Free storage for export shipments accepted 48 hours before departure. Keep cool, PASSIVE CONTROL ONLY +2 to +25 Celsius, surcharge: EUR 0.30/kg Additional temperature check at airport of departure: EUR 135.00/check CCA fee incl. FWB/FHL: EUR 85.00 Customs AMS fee: EUR 45.00 One HS-code must be inserted in AWB DGR booking only with shipper's declaration attached. ELI/ELM must be accompanied by lithium declaration. T1 costs not included. DGR fee: EUR 125.00 plus EUR 3.50 per piece Batterie check fee: EUR 125.00 plus EUR 3.50 per piece Dry ice check fee: EUR 75.00 plus EUR 3.50 per piece
SPECIAL CARGO RATES	AC PART - AOG - HUM - SHIP SPARE - VUN - VAL on request only, not bookable as general cargo AVI not allowed
DGR RESTRICTIONS	NO Dangerous Goods in excepted quantity Packing Group I not accepted Following Classes and their Divisions will not be accepted by VN: ○ Class 1 Explosives all Division ○ Class 2 Div. 2.1 Flammable Gas, Div. 2.3 Toxic Gas ○ Class 4 Division 4.3 all not accepted ○ Class 7 Radioactive material will not be accepted ○ Class 8 & 9 and special requirements must be checked in advance
FWB / FHL have to be send to following Sita Addresses:	CHACSVN = VN System FRACS8X = GHA DE FRA SWISSPORT (Germany FRA) MUCCGXH = GHA DE MUC Cargogate (Germany MUC) CPHFMXH = GHA DK CPH Spirit (Denmark CPH) SPLSP8X = GHA NL AMS SWISSPORT (Netherlands AMS)
CHAMP PIMA ADDRESS	REUAIR08HVN
DELIVERY ADDRESS Online Airports	FRA = Swissport Cargo Services Deutschland GmbH, Cargo City Sued, Building 544, DE-60549 Frankfurt MUC = Cargogate Munich Airport GmbH, Südallee, Frachtmodul B-C, Gate 2, DE-85356 München Airport CPH = Spirit Air Cargo Handling, C/O Terminal 3, Københavns Lufthavn 3, Kastrup Tværvej B 4, DK-2770 Kastrup AMS = Swissport Cargo Handling Netherlands / Schiphol
CANCELLATION FEES	Cancellation Fees for bookings over 1000 kgs or ULD/PMC 48 hrs (working days) prior to departure: 25 % on applicable all-in rate 24 hrs (working day) prior to departure: 50 % on applicable all-in rate less than 24 hrs before departure: 100 % on applicable all-in rate not ready for carriage at time of departure: 100 % on applicable all-in rate no show at day of departure: 100 % on applicable all-in rate
TRACK AND TRACE	https://www.vietnamairlines.com/vn/en/cargo/shipping-guide/track-your-cargo
PAYMENT TERMS	Invoices are due for payment immediately. Deviating payment terms can be negotiated on request. The costs of international bank transfers are borne by the payee.

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