Terms & Conditions VNA / LAS Germany

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 20.00 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.

Lotus Aviation Services
FRA Office HQ
Benzstraße 9
D-64546 Mörfelden-Walldorf
Tel.: +49 6105 963 98-0

Sales Contacts
Germany: sales.de@lotus-aviation.com
Netherlands: sales.nl@lotus-aviation.com
Belgium: sales.be@lotus-aviation.com
Norway: sales.no@lotus-aviation.com
Sweden: sales.se@lotus-aviation.com
Denmark: sales.dk@lotus-aviation.com