



BAGGAGE AND SERVICE FEES



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I – BAGGAGE

1. Hand Baggage allowance

ADULTS AND CHILDREN

- Children aged between 2 and 5 years, can carry a stroller (fully folded) or a child seat (when used in the flight).
- Hand baggage suitable for placing in the closed overhead rack or under the passenger seat which maximum dimensions cannot exceed 115cm, plus a personal item:

ECONOMY CLASS*:

1 piece up to 08 Kg and 115cm (55x40x20cm) plus 1 personal item up to 02 kg and 85cm (40x30x15cm)

***Exception:**

To/from Venezuela and to/from Brazil 1 piece up to 10 Kg and 115cm (55x40x20cm)

EXECUTIVE CLASS:

2 pieces up to 08 Kg and 115cm (55x40x20cm) each, plus 1 personal item up to 02 kg and 85cm (40x30x15cm)

Exception:**

To/from USA 1 piece up to 08 Kg and 115cm (55x40x20cm), plus 1 personal item up to 85cm (40x30x15cm)

**Maximum number of pieces permitted due to US TSA (Transportation Security Administration) policies

NOTE:

- **At the gate, any hand baggage exceeding number, size and/or weight will be subject to a fee (EUR90 within Europe and EUR120/USD145 or 190CAD for Intercontinental Flights)**
- Flexibility may apply depending on aircraft equipment and/or restrictive government regulations.

INFANTS

- Infant's food for consumption on flight.

PAX WITH REDUCED MOBILITY (PRM)

Who depend on wheelchairs, crutches, braces, prosthetic devices:

- In addition to medical equipment, transport of **up to two pieces of mobility equipment per disabled person or person with reduced mobility**, including electric wheelchairs (subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods (According Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006)
- Passengers own wheelchairs may be carried as checked bag only.

2. Free Baggage Allowance

Baggage to be carried free of charge in the hold is according to **piece concept**.

ADULTS AND CHILDREN

BUSINESS CLASS

- 2 or 3 checked pieces of baggage – provided that the sum of the 3 dimensions of each bag does not exceed 62 inches/158cm and the weight of each bag does not exceed 32kg/70lbs (see tables below).

ECONOMY CLASS

- No allowance for DISCOUNT branded fares.
- For all other brands and routings 1, 2 or 3 checked pieces of baggage (see tables below)– provided that the sum of the 3 dimensions of each bag does not exceed 62 inches/158cm and the weight of each bag does not exceed 23kg/50lbs.

Sport equipment and musical instruments can be checked in free of charge as part of the passenger permitted free baggage allowance if they meet the allowed requirements: number of pieces, weight per piece and sum of dimensions*.

***EXCEPTION: Regardless of its real dimensions, GOLF BAG will be considered as part of the limited luggage of 158cm (62 inches).**

INFANTS

- No allowance for DISCOUNT branded fares, but it's permitted free of charge one checked or carry on fully collapsible stroller pushchair or infants carrying basket or infants car seat.
- For all other brands and routings 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.

MSC (Most Significant Carrier) rule effective since 01st April 2015

Since 01APR2015, journeys not covered by the US Reservations, the Most Significant Carrier (MSC) is the **Marketing Carrier**.

- a) The first marketing carrier crossing the IATA tariff Area (for travel across one Tariff Area);
- b) The first marketing carrier crossing the IATA Sub-area (for travel within a Tariff Area);
- c) The first carrier flying an international sector (for travel within a Sub-Area);

According to IATA Reso 302, whenever there is a stopover at an intermediate point, the system breaks down the baggage calculation and a new assessment of baggage allowance and charges can be applied from that point, however **if only TAP's online and no Interline operating flights, TAP allows to keep same free baggage allowance since origin/destination even with a stopover point.**

This exception is only valid for routings totally flown with TAP/NI/WI flights.

USA DOT (Department of Transportation Office) rule effective since 23rd August 2012

For passengers whose ultimate ticketed origin or destination is a U.S. point, U.S. and foreign carriers must apply the baggage allowances and fees that apply at the beginning of a passenger's itinerary throughout his or her entire itinerary. In the case of code-share flights that form part of an itinerary whose ultimate ticketed origin or destination is a U.S. point, U.S. and foreign carriers must apply the baggage allowances and fees of the marketing carrier throughout the itinerary to the extent that they differ from those of any operating carrier.

CTA (Canadian Transportation Agency) Change in Interline Baggage Rules for Canada

Effectiveness and applicability

Effective for **tickets issued on or after April 1, 2015**, when participating in an interline itinerary issued on a single ticket whose origin or ultimate destination is a point in Canada.

The Agency's approach

As recommended by the CTA, air carriers should, for interline transportation where the origin or ultimate ticketed destination is a point in Canada and where such transportation has been issued on a single ticket, apply **a single set of baggage rules throughout a passenger's interline itinerary, regardless of stopovers.**

TAP policy regarding interline journeys to/from Canada

Whenever TAP is considered the selecting carrier (the carrier whose designator code is identified on the first flight segment of the passenger's interline ticket) the baggage rules applicable for the entire interline itinerary by all participating carriers will be TAP's own rules as distributed in ATPCO and presented in this document (next page) and flytap.com.

We will apply our own baggage rules through the entire passenger's itinerary.

The applicable baggage rules will be disclosed on a summary page at the end of an online purchase and on e-tickets.

In the cases where TAP is not the selecting carrier we will apply the selecting carrier's rules for the entire itinerary as determined by the GDS's.

		EUROPE (Including MA)	INTERCONTINENTAL FLIGHTS
	Class	Within PT and Europe	To/from Israel All Intercontinental flights
Free Baggage Allowance	Top Executive	2 PC-32kg	3 PC-32kg
	Executive		2 PC-32kg
	TAP Plus	1 PC-23kg*	3 PC-23kg
	TAP Classic		2 PC-23kg
	TAP Basic		1 PC-23kg
	TAP Discount	0 PC	0 PC
Miles&Go Navigator	All	1 extra piece with maximum weight according to passenger class of travel, (travelling in DISCOUNT it will be permitted 1PC 23kg) and any sport equipment free of charge	
Miles&Go Gold	All	1 extra piece with maximum weight according to passenger class of travel, (travelling in DISCOUNT it will be permitted 1PC 23kg)	
Miles&Go Silver	All	No benefits	

* Between PT and Azores (and vice-versa) or PT and Madeira (and vice-versa), TAP PLUS will apply 2PC-23kg each.

Notes:

- Infants are entitled to 1 piece up to 10kg. **No allowance will be given if travelling with DISCOUNT branded fares within Europe and North Africa and on Intercontinental flights.** In these cases, it will be allowed to travel with one checked or carry on fully collapsible stroller pushchair or infants carrying basket or infants car seat.

OTHERS:

- For **STAR ALLIANCE** RTW FARES - 2PC of 32kg either in First or Executive classes (F/C)
Or 2PC of 23kg in Economy class (Y)

3. Excess Baggage Charges

3.1 Pre-purchase of additional baggage

Pre-purchase of additional baggage is available through our Contact Center, WEB and through Travel Agents. Pre-purchase amounts are only available right before check-in flight opens. When check-in is opened, check-in amounts will apply.

Pre-purchase special rates are only applicable for extra pieces up to 23kgs and maximum of 158cm (sum of the 3 dimensions).

3.2 Weight Concept

According to international occupational health and safety standards, TAP will no longer allow the transportation of baggage weighing more than 32kg per piece.

Passengers must be encouraged to re-pack each bag that exceeds 32 kg.

3.3 Transport of Baggage with more than 32 kg per piece

According to international occupational health and safety standards, TAP will no longer allow the transport of baggage weighing more than 32kg per piece.

Passengers must be encouraged to re-pack each bag that exceeds 32 kg.

Volumes of baggage weighing more than 32kg must be dispatched as cargo.

BAGGAGE AND SERVICE FEES

Within EUROPE, charges apply per piece and per direction as follows:

PIECE CONCEPT									
		EUROPE							
		(PT, ES, Morocco)		BENELUX,CH,DE,FR,GB,IE,IT		AT,CZ,DK,FI,HU,NO,PL,RO,RU,SE			
Baggage Allowance									
Top Executive		2 PC-32kg		2 PC-32kg		2 PC-32kg		2 PC-32kg	
Executive		2 PC-32kg		2 PC-32kg		2 PC-32kg		2 PC-32kg	
Plus		1 PC-23kg / 2PC-23kg**		1 PC-23kg		1 PC-23kg		1 PC-23kg	
Classic		1 PC-23kg		1 PC-23kg		1 PC-23kg		1 PC-23kg	
Basic		1 PC-23kg		1 PC-23kg		1 PC-23kg		1 PC-23kg	
Discount		0 PC		0 PC		0 PC		0 PC	
Excess Baggage									
Excess Number									
Per extra piece, with dimensions up to 158cm									
Any extra piece - up to 23 Kg		Pre Purchase	49 EUR 61 USD 77 CAD	54 EUR 68 USD 87 CAD		60 EUR 75 USD 95 CAD			
Any extra piece - up to 23 Kg		Check-in	60 EUR 75 USD 95 CAD	65 EUR 80 USD 105 CAD		70 EUR 88 USD 112 CAD			
1st bag (Discount fare) - up to 23 Kg		Pre Purchase	26 EUR 34 USD 44 CAD	31 EUR 39 USD 52 CAD		38 EUR 48 USD 62 CAD			
1st bag (Discount fare) - up to 23 Kg		Check-in	40 EUR 50 USD 65 CAD	45 EUR 55 USD 72 CAD		50 EUR 65 USD 80 CAD			
OverWeight									
		DISCOUNT		OTHER BRANDS		DISCOUNT		OTHER BRANDS	
From 23Kg up to 32Kg		Check-in	Not Applicable	40 EUR	Not Applicable		45 EUR	Within permitted Free Allowance	
								DISCOUNT	
								OTHER BRANDS	
OverSize									
		DISCOUNT		OTHER BRANDS		DISCOUNT		OTHER BRANDS	
dimensions over 158 cm		Check-in	Not Applicable	55 EUR	Not Applicable		60 EUR	Within permitted Free Allowance	
								DISCOUNT	
								OTHER BRANDS	
OverWeight and Oversize									
		DISCOUNT		OTHER BRANDS		DISCOUNT		OTHER BRANDS	
weight up to 32Kg and dimensions over 158cm		Check-in	Not Applicable	95 EUR	Not Applicable		105 EUR	Within permitted Free Allowance	
								DISCOUNT	
								OTHER BRANDS	
EXTRA PIECE - Excess Number and Overweight									
		DISCOUNT		ALL BRANDS*		DISCOUNT		ALL BRANDS*	
up to 32 kg		Check-in	80 EUR	100 EUR	90 EUR		110 EUR	Per extra piece	
								DISCOUNT	
								1st PIECE ONLY!	
								ALL BRANDS*	
EXTRA PIECE - Excess Number and Oversize									
		DISCOUNT		ALL BRANDS*		DISCOUNT		ALL BRANDS*	
over 158 cm		Check-in	95 EUR	115 EUR	105 EUR		125 EUR	Per extra piece	
								DISCOUNT	
								1st PIECE ONLY!	
								ALL BRANDS*	
EXTRA PIECE - Excess Number and Overweight and Oversize									
		DISCOUNT		ALL BRANDS*		DISCOUNT		ALL BRANDS*	
over 158 cm and up to 32 kg		Check-in	135 EUR	155 EUR	150 EUR		170 EUR	Per extra piece	
								DISCOUNT	
								1st PIECE ONLY!	
								ALL BRANDS*	

*Amounts also applicable for 2nd piece or more for DISCOUNT branded fare

** Between PT and Azores (and vice-versa) or PT and Madeira (and vice-versa), TAP PLUS will apply 2PC-23kg each.

Service Fees charges on other currencies should be converted at the BBR – Bank Buying Rate
Revised: Changes/Updates effectiveness AUG2019

BAGGAGE AND SERVICE FEES

On INTERCONTINENTAL flights, charges apply per piece and per direction as follows:

PIECE CONCEPT			
INTERCONTINENTAL			
		Intercontinental flights	CI, CV, GH, GM, GN, GW, IL, SN, ST, TG
<u>Baggage Allowance</u>			
Top Executive		3 PC-32kg	3 PC-32kg
Executive		2 PC-32kg	2 PC-32kg
Plus		3 PC-23kg	3 PC-23kg
Classic		2 PC-23kg	2 PC-23kg
Basic		1 PC-23kg	1 PC-23kg
Discount		0 PC	0 PC
<u>Excess Baggage</u>			
Excess Number		Per extra piece, with dimension up to 158cm	
Any extra piece - up to 23 Kg	Pre Purchase	75 EUR 92 USD 120 CAD	70 EUR 88 USD 112 CAD
Any extra piece - up to 23 Kg	Check-in	95 EUR 120 USD 150 CAD	90 EUR 110 USD 140 CAD
OverWeight		Within permitted Free Allowance	
From 23Kg up to 32Kg	Check-in	110 EUR 140 USD 175 CAD	110 EUR 140 USD 175 CAD
OverSize		Within permitted Free Allowance	
dimensions over 158 cm	Check-in	150 EUR 185 USD 235 CAD	150 EUR 185 USD 235 CAD
OverWeight and Oversize		Within permitted Free Allowance	
weight up to 32Kg and dimensions over 158cm	Check-in	250 EUR 305 USD 390 CAD	250 EUR 305 USD 390 CAD
EXTRA PIECE - Excess Number and Overweight		Per extra piece	
up to 32 kg	Check-in	205 EUR 260 USD 325 CAD	200 EUR 250 USD 315 CAD
EXTRA PIECE - Excess Number and Oversize		Per extra piece	
over 158 cm	Check-in	245 EUR 305 USD 385 CAD	240 EUR 295 USD 375 CAD
EXTRA PIECE - Excess Number and Overweight and Oversize		Per extra piece	
over 158 cm and up to 32 kg	Check-in	345 EUR 425 USD 540 CAD	340 EUR 415 USD 530 CAD

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

4. Special regulations

4.1 Sports Equipment

Sport equipment can be checked in free of charge as part of the passenger permitted free baggage allowance if they meet the allowed requirements: number of pieces, weight per piece and sum of dimensions.

If the sport equipment exceeds size, weight or number of pieces permitted in the free baggage allowance the following rates will apply.

NOTE: Transport of sport equipment will be subject to confirmation depending on the equipment size and/or operating aircraft.

4.1.1 Scuba Diving

4.1.1.1 General Definitions

One set of scuba diving equipment is defined as:

- One empty scuba tank, one scuba regulator, one tank harness, one tank pressure gauge, one mask, two fins, one snorkel, one knife, one spear gun and one safety vest.
- Regardless of the actual dimensions scuba diving equipment will be considered as a single piece of baggage with outside linear dims of 62 inches/158cm.
- Accepted as checked baggage only.

4.1.1.2 Service Charges

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

- | | |
|---|--------------------------------------|
| ■ Domestic and European Flights (including Morocco) | = 55 EUR / 70 USD / 90 CAD |
| ■ Intercontinental Flights (including Israel) | = 110 EUR / 140 USD / 175 CAD |

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SCUB** must be issued.

4.1.2 Golf Equipment

4.1.2.1 General Definitions

- Golf equipment containing not more than 1 golf bag, which may also include one pair of golf shoes.
- Regardless of the actual dimensions, golf equipment will be considered as a single piece of baggage with outside linear dims of 158cm/62 inches.

4.1.2.2 Service Charges

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

Per Set of golf equipment:

- | | |
|---|-------------------------------------|
| ■ Domestic and European Flights (including Morocco) | = 40 EUR / 50 USD / 65 CAD |
| ■ Intercontinental Flights (including Israel) | = 80 EUR / 100 USD / 130 CAD |

Maximum Weight allowed per set: 32kg

A non-refundable EMD-A for **GOLF** must be issued.

4.1.3 Boards

4.1.3.1 General Definitions

There must be a previous contact with TAP Reservations office in order to check if length of equipment will suit in the door of the aircraft's hold.

4.1.3.2 Rules of Acceptance

Acceptance of Surfboards and/or bodyboards presented for carriage at check-in shall follow upon the passenger signing TAP's "Declaration of Transport".

Should the passenger on whatever ground/s decline to affix his/her signature, acceptance of the equipment shall follow in accordance with the air carrier's established rules and procedures for transport of such articles. This shall include usage of Limited Release baggage tags whenever applicable.

Implementation of acceptance procedures for transport shall be as defined under the General Conditions of Carriage (Passenger and Baggage) or as indicated in the Passenger Handling Manual.

4.1.3.3 Service Charges

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

SKIMBOARD

- Domestic and European Flights (including Morocco)
- Intercontinental Flights (including Israel)

= 55 EUR / 70 USD / 90 CAD
= 110 EUR / 140 USD / 175 CAD

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SKIM** must be issued.

BOARDS UP TO 200 cm TALL

- Domestic and European Flights (including Morocco)
- Intercontinental Flights (including Israel)

= 55 EUR / 70 USD / 90 CAD
= 110 EUR / 140 USD / 175 CAD

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SURF** must be issued.

BOARDS OVER 200 cm TALL (Longboards)

- Domestic and European Flights (including Morocco)
- Intercontinental Flights (including Israel)

= 110 EUR / 140 USD / 175 CAD
= 150 EUR / 185 USD / 235 CAD

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **LONG** must be issued.

NOTE

- Boards must be duly carried in an appropriate bag.

Declaration of Transport in annex "A"

4.1.4 Kitesurf and Windsurf

4.1.4.1 Service Charges

Applicable per one way and per TP/NI/WI operated flights

KITESURF

- Domestic and European Flights (including Morocco)
- Intercontinental Flights (including Israel)

= 55 EUR / 70 USD / 90 CAD
= 110 EUR / 140 USD / 175 CAD

NOTE:

- Equipment must be duly carried in an appropriate bag.

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **KITE** must be issued.

WINDSURF

- Domestic and European Flights (including Morocco)
- Intercontinental Flights (including Israel)

= 110 EUR / 140 USD / 175 CAD
= 150 EUR / 185 USD / 235 CAD

NOTE:

- Equipment must be duly carried in an appropriate bag.

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **WIND** must be issued.

4.1.5 Paraglider/Deltaglider

4.1.5.1 General Definitions

It's considered large dimension sport equipment and is only accepted as excess baggage in hold. There must be a previous contact with TAP Reservations office in order to check if length of equipment will suit in the door of the aircraft's hold.

4.1.5.2 Service Charges

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

Per bag equipment:

- Domestic and European Flights (including Morocco)
- Intercontinental Flights (including Israel)

= 110 EUR / 140 USD / 175 CAD
= 150 EUR / 185 USD / 235 CAD

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **PGLI** must be issued.

4.1.6 Hang Glider

4.1.6.1 General Definitions

It's considered large dimension sport equipment and is only accepted as excess baggage in hold. There must be a previous contact with TAP Reservations office in order to check if length of equipment will suit in the door of the aircraft's hold.

4.1.6.2 Service Charges

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

- | | |
|---|--------------------------------------|
| ■ Domestic and European Flights (including Morocco) | = 110 EUR / 140 USD / 175 CAD |
| ■ Intercontinental Flights (including Israel) | = 150 EUR / 185 USD / 235 CAD |

NOTE:

- Equipment must be duly carried in an appropriate bag.

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **HGLI** must be issued.

4.1.7 Snow/Water Ski Equipment

4.1.7.1 General Definitions

Snow/Water Ski Equipment consisting of one pair of skis, one pair of ski poles, one pair of boots or one snow board, one pair of boots or one pair of standard water skis or one slalom water ski.

4.1.7.2 Service Charges

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

Per bag equipment:

- | | |
|---|--------------------------------------|
| ■ Domestic and European Flights (including Morocco) | = 55 EUR / 70 USD / 90 CAD |
| ■ Intercontinental Flights (including Israel) | = 110 EUR / 140 USD / 175 CAD |

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SKIS** must be issued.

4.1.8 Bikes & Tandems

4.1.8.1 General Definitions

One bicycle (non-motorized), single seat or tandem seat, touring or racing bicycle.
The bicycle must have the handlebars fixed sideways and the pedals removed, or be placed in 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.

4.1.8.2 Service Charges

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

BIKE

- Domestic and European Flights (including Morocco) = **55 EUR / 70 USD / 90 CAD**
- Intercontinental Flights (including Israel) = **110 EUR / 140 USD / 175 CAD**

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **BIKE** should be issued.

TANDEM

- Domestic and European Flights (including Morocco) = **110 EUR / 140 USD / 175 CAD**
- Intercontinental Flights (including Israel) = **150 EUR / 185 USD / 235 CAD**

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SPEQ** should be issued.

4.1.9 Pole Vaulting equipment

4.1.9.1 Service Charges

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

Per bag equipment:

- Domestic and European Flights (including Morocco) = **110 EUR / 140 USD / 175 CAD**
- Intercontinental Flights (including Israel) = **150 EUR / 185 USD / 235 CAD**

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **PVLT** must be issued.

4.1.10 Angling equipment

4.1.10.1 General Definitions

One item of angling equipment means one fishing tackle box, one landing net, one pair of fishing rods (all properly encased), one reel, 2 rods.

4.1.10.2 Service Charges

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

■ Domestic and European Flights (including Morocco) = **55 EUR / 70 USD / 90 CAD**

■ Intercontinental Flights (including Israel) = **110 EUR / 140 USD / 175 CAD**

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **FISH** must be issued.

4.1.11 Other Sports Equipment

4.1.11.1 General Definitions

All other sports equipment not mentioned on previous chapters are charged according to their weight and/or size.

4.1.11.2 Service Charges

■ Domestic and European Flights (including Morocco) = **110 EUR / 140 USD / 175 CAD**

■ Intercontinental Flights (including Israel) = **150 EUR / 185 USD / 235 CAD**

NOTE:

- Equipment must be duly carried in an appropriate bag.

Maximum Weight allowed per bag equipment: 32kg

A non-refundable EMD-A for **SPEQ** must be issued.

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

4.2 Animals

4.2.1 General Definitions

Depending on the animal(s) size and/or weight (animal plus container), animal(s) may be accepted:

In Cabin – **PETC (up to 08 kg)**

In Hold – **AVIH (up to 45 kg)***

In Cargo – **AVI** - (For more information/conditions, local **Cargo Department** must be consulted).

- 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. An SSR supplementary item will include the request for the animal to travel.

***On certain routes, by law, the maximum weight will be restricted to 32 kg. To/from/via the following countries it's only accepted AVIH until 32kgs (total animal + container).**

- ✓ **USA**
- ✓ **Hungary**
- ✓ **France**
- ✓ **Netherlands**

4.2.2 General conditions of acceptance

- Animals must be accompanied by a passenger.
- Must be clean, healthy, harmless, odourless and not pregnant.
- Must be accommodated in a leak-proof container and kept in it during the whole flight
- The passenger provides sufficient food and water for the journey.
- The passenger is responsible for providing all necessary documents such as import/export/transit permits, health and vaccination certificates etc.
- AVIH acceptance to LUANDA (since 05MAY11):
 - a) If passenger starts travelling in Lisbon, the animal must be booked as cargo and passenger needs to contact Cargo Department;
 - b) If passenger travels from another point via Lisbon to Luanda, then the animal is allowed to travel as – AVIH - .
- Whenever booking passenger on direct connection flights, within 24hrs interval, pet must be booked as -AVIH- for such flights, if at least one of aircraft type involved is wide-body aircraft.
- **PETC/AVIH will not be accepted on flights destination/transiting United Kingdom.**
- **PETC/AVIH will not be accepted on flights destination/transiting South Africa unless manifested as Cargo - see TIM.**
- **PETC/AVIH will not be accepted on GOL (G3) and AZUL (AD) flights. Passenger must contact directly each airline.**

PETC – Animal in Cabin

1. Definition

Pets in cabin are small domestic animals such as dogs and cats or service animals, such as seeing-eye and hearing dog transported in the passenger cabin.

2. Conditions of Acceptance

- The maximum weight of the animal, including the **soft bag/container** is **8 kg**.
- The size of the container **cannot exceed: length-40cm, width-33cm, height-17cm**.
- The **soft bag/container** must fit under the seat in front of the passenger with the pet inside.
- The passenger with a PETC confirmed cannot be allocated in an emergency row nor a first row.
- The **soft bag/container** may include more than one animal of the same kind, that are used to cohabit, but for limit purposes will be counted as one.
- Each passenger may not carry more than one **soft bag/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 **soft bag/container** must be charged as excess baggage and will never be included in the free baggage allowance of the passenger.
- Transportation of animals in cabin is subject to governmental regulations.

AVIH – Animal in Hold

1. Definition

Animals in hold are domestic animals such as dogs, cats, birds, etc. and other small warm-blooded animals transported as checked baggage in the aircraft hold.

Note: Tap Air Portugal does not accept the transport in the hold of the brachycephalic, snub-nosed or mixed breeds of snub-nosed animals.

2. Conditions of Acceptance

- The maximum weight of the animal, including the container is **45 kg**.
Exception of countries bellow, that by law the maximum weight possible to accept is 32kgs.
 - ✓ USA
 - ✓ Hungary
 - ✓ France
 - ✓ Netherlands
- The container must be large enough to permit the animal to stand in a natural position, turn around and lie down following IATA LAR – Live Animals Regulations.
- It must be clean, leak/escape/claw-proof, fit for air transportation and handling, adequately ventilated on at least 3 sides.
- The weight of the animal plus the container must be charged as excess baggage and will never be included in the free baggage allowance of the passenger.
- Transportation of animals in hold is subject to requirements in the IATA Live Animals Regulations and also governmental regulations.
- In hold, only rigid containers with a secure door are accepted.

4.2.3 Service Charges

	PETC	AVIH	
	Animal in Cabin	Animal in Hold	
Weight	up to 8kg	up to 32kg	over 32kg and up to 45kg
Domestic Flights	35 EUR / 45 USD 58 CAD	70 EUR / 88 USD 112 CAD	130 EUR / 155 USD 205 CAD
Within Europe / Morocco	70 EUR / 88 USD 112 CAD	100 EUR / 130 USD 160 CAD	200 EUR / 240 USD 310 CAD
Intercontinental Flights To/from Israel	150 EUR / 185 USD 235 CAD	200 EUR / 240 USD 310 CAD	300 EUR / 355 USD 465 CAD

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

NOTES:

- For travel between Lisbon and Luanda, the transport of animals in hold cannot be accepted. Please advise the passenger to previously contact the Cargo Department.
 - PETC/AVIH will not be accepted on flights destination/transiting the UK.
- Note:** Only dogs recognized as “service animals” (SVAN) may be authorized for transportation in the cabin on TAP flights to/in transit in the United Kingdom. Other animals are not accepted for transportation, neither in the cabin nor in the hold, into the United Kingdom. However, animals (including “service animals” (SVAN) are permitted for transportation out of the United Kingdom.
- On TAP Code Share flights not operated by TAP, operating carrier policy will apply.

A non-refundable EMD-A for **PETC** (up to 8kg) or **AVIH-NORM.** (up to 32kg) or **AVIH-LARGE.** (over 32kg and up to 45kg) must be issued.

4.2.4 Service Animals – SVAN/ESAN

4.2.4.1 Definition

SVAN - Service animal

Service Animal is a guide or other assistance dog, which is highly trained to assist a wide range of disabled persons with everyday tasks.

Examples are seeing-eye, hearing or assistant dogs that accompany a blind, deaf or a PRM passenger and are trained, certified with identification or registration cards by any credited Guide and Assistance Dog Organizations.

Important Note:

Acceptance of assistance dogs – SVAN:

- for UK has special requirements
- **please check carefully GP ANI MS520**

ESAN - Emotional Support/Psychiatric Assistance

The dog must

- Be harnessed.
- Not be allowed to move around in the cabin.
- Not occupy a seat.
- Be identified as a service animal (except the emotional support dog).

Passengers must observe the relevant animal welfare regulations and legal requirements and make sure that he/she has all the necessary documents.

Documentation proving that dog has been officially trained and certified must be presented at check-in.

Emotional support dog does not need to have specific training for that function but must be trained to behave appropriately in a public setting.

Important Note:

Acceptance of assistance dogs – ESAN:

- Not accepted on TP Operating Flights to UK
- Not accepted on wide body C-compartment, except on flights to/from USA (not applicable to connecting flights) that has special requirements
- **please check carefully GP ANI MS259**

4.2.4.2 Conditions of acceptance of SVAN or ESAN

ESAN – Fully emotional support dog acceptance requirements must be checked with PROCEDURES

* 48-hour advance notice

* MEDIF

- **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.

Final confirmation to the passenger shall not be given until a positive reply is received from TP-doctor. Depending on doctor's decision, either insert

SR ESAN *Emotional Support Dog or handle the request as **Meda-Case** -as per MEDIF info-.

SVAN – Fully acceptance requirements must be checked with PROCEDURES

Should be booked prior to the flight departure.

- **Dogs' transportation in the cabin or in the hold is free of charge.**
- When travelling in the hold the dog must be in a container.

NOTES:

- Check procedures for PETS arriving from E.U. countries.

4.3. Firearms and Ammunition

4.3.1 General Definitions

Passengers shall not be permitted to retain custody of ammunition, firearms and other weapons in the passenger cabin.

Ammunition, firearms and other weapons shall only be accepted as checked baggage for carriage in the aircraft hold.

Firearms shall be unloaded, dismounted and suitably packed for such carriage.

Military weapons may not be carried as checked baggage.

Weapons or ammunition with explosive or incendiary projectiles may not be carried as checked baggage.

Any firearms and ammunition which are permitted for transportation must be checked in and carried in hold -carriage in the cabin is not permitted.

Firearms and ammunition classified as «war material» may not be carried into, out or above Switzerland.

The U.S. Bureau of Alcohol, Tobacco and Firearms (A.T.F.) requires all non-immigrant aliens temporarily bringing firearms or ammunition into the United States for lawful hunting or sporting purposes to first obtain an approved-form-import permit from A.T.F..

Transportation of firearms and ammunition is under the passengers' own responsibility.

Pieces of baggage containing ammunition will not carry in quantities exceeding 5kg per passenger.

NOTE: Special acceptance conditions to UK and Switzerland. For further information, please consult GGAIRTP.

4.3.2 Acceptance of firearms and ammunition

Due to specific and limited conditions for acceptance, weapons in hold require previous booking and confirmation.

The following items are normally accepted for transportation in hold:

- Sporting guns, sporting pistols/revolvers, sporting rifles, hunting rifles and ammunition.

4.3.3 Service Charges

Firearms and ammunition transport is subject to the payment of a flat charge of **50 EUR / 65 USD / 80 CAD**.

This service includes only two checked items (one box with firearms plus one box with ammunition).

Any extra piece is subject to a 50 EUR / 65 USD / 80 CAD flat.

A non-refundable EMD-A for **WEAP** must be issued.

NOTE:

- For official journeys involving national security elements special regulations may apply.
- Please contact **Stations Management** area.

4.4 Musical Instruments

4.4.1 Recommendations

TAP will accept the transport on hold of musical instruments weighing up to 45kg or 32kgs if travelling to/from/via the countries bellow:

- ✓ **USA**
- ✓ **Hungary**
- ✓ **France**
- ✓ **Netherlands**
- ✓ **United Kingdom**

And with dimensions up to 190cm x 75cm x 65cm, provided that TAP has been notified at the time of booking or at least 24 hours before flight. When transported as checked baggage, musical items must be properly packaged in a rigid and/or hard shell container specifically designed for shipping such items.

The passenger is responsible for properly prepare a musical instrument for travel.

A service charge is applicable for the transport of these items on hold and may not be included in the passengers' free baggage allowance.

4.4.2 Service Charges

Musical instruments can be checked in free of charge as part of the passenger permitted free baggage allowance if they meet the allowed requirements: number of pieces, weight per piece and sum of dimensions.

If this equipment exceeds size, weight or number of pieces permitted in the free baggage allowance the following rates will apply.

	Musical Instruments		
Weight	up to 23kg	over 23kg and up to 32kg	over 32kg and up to 45kg
Within PT	50 EUR / 65 USD 80 CAD	100 EUR / 130 USD 160 CAD	200 EUR / 240 USD 310 CAD
Europe (including MA)	60 EUR / 75 USD 95 CAD	110 EUR / 140 USD 175 CAD	200 EUR / 240 USD 310 CAD
Intercontinental Flights To/from Israel	150 EUR / 185 USD 235 CAD	200 EUR / 240 USD 310 CAD	300 EUR / 355 USD 465 CAD

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

NOTES:

- This service charge is only valid for TAP operated flights.
- On TAP Code Share flights not operated by TAP, operating carrier policy will apply.

A non-refundable EMD-A for **MUSS** (up to 23kgs) or **MUSM** (over 23kg and up to 32kg) or **MUSL** (over 32 and up to 45kg) must be issued.

II – SERVICE FEES

1. Ambulances

1.1. Service Charges

Whenever required for transportation within the airport, TAP shall request an ambulance at a flat charge of **250 EUR / 305 USD / 390 CAD (*)**.

Applicable per one way and only in case there is a transfer from one flight to another in Portugal.

(*) Exception – LHR Airport Ambulance Service Charge

Every time there is a MEDA case to/from LHR airport and airport's ambulance is requested, STCR reservation will only be confirmed after TAP's receives the EMD payment confirmation from passenger or agency.

This rule will be applied either for departure or arriving at LHR airport.

The following charges apply:

Ambulance – 150 GBP

If a hi-lift is needed – 325.50 GBP

A non-refundable **EMD-A for AMBU** must be issued.

2. Unaccompanied Minors/Escort Person

2.1 Unaccompanied Minor

2.1.1 General Definitions

Child – Is a minor between 2 and 12 years old (has reached his/her 2nd birthday, but has not reached his/her 12th birthday).

Infant – Is a minor that has not yet reached his/her 2nd birthday.

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

A passenger of **at least 16 years** of age may accompany a child on condition that he/she is capable of looking after the child during the entire trip, including check-in formalities, customs, etc.

Exceptions:

- 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 under 2 years of age must always be accompanied by an adult. Accompanying adult must be at least 18 years old and be capable of looking after the infant during the entire trip, including check-in formalities and customs.
- Minors over 2 years and under 5 years of age may be accompanied by a passenger with more than 12 years and under 18 years. In this case is required UMNR procedures and fee for each.
- It is also considered an UMNR a child occupying a seat in a different cabin from the adult, in flights operated with more than one class of service.
- Tap staff is not authorised to endeavour for other passengers to escort minors during the trip.

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.

2.1.3 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.

2.1.4 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.

GOL (G3) and AZUL (AD) do not accept UMNR service booked in a TAP reservation. Passenger must contact and book this service directly with each airline.

UA does not offer UMNR connecting to or from other airlines' flights and it requires this service for children 5-14.

2.1.5 Service Charges-UMNR/ YOUNG PAX

- **65 EUR / 80 USD / 105 CAD** for Domestic destinations
- **90 EUR / 110 USD / 140 CAD** for European destinations (including Morocco)
- **130 EUR / 156 USD / 205 CAD** for Intercontinental destinations (including Israel)

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, even if brothers**

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

This UMNR Service Charge will be refundable if the request (SSR) is cancelled before flight departure.

2.2 Escort Person

TAP Air Portugal does not provide this service since 11 MAR 2019

3. Extra Seat

3.1 Extra seat for comfort or medical reasons, bulky or fragile articles, musical instruments or diplomatic baggage

3.1.1 General Definitions

An extra seat is an unoccupied seat in front of the passenger's seat or adjacent to the passenger.

A passenger may require the use of an additional seat, for comfort, medical reasons, to carry bulky or fragile articles, musical instruments or diplomatic baggage.

3.1.2 Service Charges

- For the extra seat charge same fare and YQ as applied to passenger if purchased at the same time.
- If the service is added/purchased after the ticket's issuance, the lowest fare according to current availability must be used (considering the brand on the passenger's ticket – bare in mind that same or higher fare must be applied).
- 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 (considering the brand on the passenger's ticket).
- ID/AD/IT discounted fares are excluded. In such cases collect the lowest fare according to current availability of 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 fare according to current availability + YQ (considering the brand on the passenger's ticket) to such **one way segment** applies.

3.2 Infant Car Seat

Infants are not allowed to occupy a seat unless seated in an infant car-type seat.

A car-type infant seat must be placed on a regular cabin seat-front or rear facing, subject to the following conditions:

- For infants only/up to 2 years of age
- The car-type seat has to be approved for air transport by an official state department
- The base of the car-type infant seat may not exceed the dimensions of 40x40cm/ 15.7 x 15.7inches
- The infant seat must have shoulder belts for the infant.
- A window seat has to be allocated for the infant, but never in an emergency row - or row immediately in front of or immediately behind the emergency row.
- SSR CKIN has to be entered in the PNR to show that the seat is blocked for the car-type infant seat.

3.2.1 Service Charges

- A regular passenger seat must be booked for the infant and an applicable child fare paid.
- The applicable child fare shall be paid and a child ticket issue accordingly.

3.3 Child Car Seat

A child up to 5 years old may carry a car-type seat for accommodation on board.

The use of car-type seat is accepted and placed on a regular cabin seat, front facing, subject to the following conditions:

- Only for children up to 5 years of age.
- The car-type seat has to be approved for air transport by an official state department of any country and within its validity – see the car-type label information.

Note: It shall be approved for motor vehicles and/or air transport by an official state authority and according to:

- UN standard ECE R 44, -03 or later series of amendments;
- Canadian CMVSS 213/213.1;
- US FMVSS No 213;

and are manufactured to these standards on or after February 26, 1985. US approved CRDs manufactured on or after this date must bear the following labels:

"This child restraint system conforms to all applicable federal motor vehicle safety standards" and "This restraint is certified for use in motor vehicles and aircraft. CRD's qualified for use in aircraft according to the German Qualification Procedure for Child Restraint Systems for use in aircraft. (TÜV Doc.: TÜV/958-01/2001)".

- The base of the car-type seat may not exceed the dimensions of 40 x 40 cm /15.7 x 15.7 inches
- The car-type seat must have shoulder belts
- A pre-notification (SSR CKIN* ...) is recommended in order to inform check-in staff that passenger will travel with a car-type child approved seat.

3.3.1 Service Charges

None applicable. Included in the child free baggage allowance.

3.4 Leg rest

Passengers with immobilized lower limbs need a medical clearance. Their booking must be made in accordance with reservation procedures and confirmed before acceptance.

3.4.1 Service Charges

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

4. Oxygen

4.1 General Definitions

There is always oxygen on board for emergency situations.

If a passenger needs supplementary oxygen during the flight, TAP will supply it against the payment of a surcharge.

TAP medical services in Lisbon have a final decision on the acceptance of these cases. So information on - MEDIF PART 2 - must be always sent via e-mail to medical.cases@tap.pt or to the local TAP doctor, if any. Fax number (00 351) 21 8415880 remains valid.

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 must be accompanied by someone who knows how to administer it, preferably a doctor or a nurse, and may also travel alone when they are able to do it autonomously, if authorized by TAP doctors.

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.

Passengers must be allocated to designated seats.

4.2 Service Charges

Charges are applicable per one way:

The service charges are applicable per through flight only if travel is TAP online till final destination and they are non-refundable.

Domestic	Continuos Flow – 150 EUR / 185 USD / 235 CAD Non Continuos Flow - 80 EUR / 100 USD / 130 CAD
Europe	Continuos/Non Continuos Flow - 170 EUR / 205 USD / 265 CAD
Intercontinental (incl. Israel)	Continuos/Non Continuos Flow – 300 EUR / 355 USD / 465 CAD

A non-refundable EMD-A for **AOXY** should be issued.

5. Stretcher

5.1 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 cannot be given until a positive reply from LISK RTP is received concerning the confirmation of the equipment.
- INCAD doc. holding 2 Parts must be produced.
- Passenger's doctor fills in complete and accurately MEDIF 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 on wide body aircraft only.
- Passengers must arrange ambulance service for transportation to/from the aircraft.
- Ambulance access to/from the apron must be coordinated with the station responsible.

5.2 Service Charges

TAP surcharge for Stretcher is:

- **Narrow body equipment (A319/A320/A321) - 6 x Full Normal Adult "Y" Class OW Fare**
- **Wide body equipment (A340/A330) - 5 x Full Normal Adult "Y" Class OW Fare**

NOTES:

- **Y OW fare of BRAND PLUS** will apply (ex: Y_PLU_ or Y_PUI_);
- except to/from VXE/RAI/SID/OXB/MPM/TMS/LAD:
B OW fare of BRAND PLUS will apply (ex: B_PUI_).
- **Connecting flights with different equipment (Wide body + Narrow Body), charge "5 x Full Normal Adult Y Class OW Fare" per one way (ex. RIO/LIS A330 + LIS/FAO A319, charge 5 times Y PLUS from RIO/FAO);**
- Amount to be charged as a Q surcharge on the fare calculation and add it to the total of passenger's ticket;
- 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.**

6. Wheelchairs

6.1 General Definitions

Passengers with severe or total mobility incapacity normally request wheelchair which is identified as WCHC.

Most of those passengers travel accompanied. Some passengers however do state they are self-reliant to assure their own physical needs independently in flight.

Based on such passenger's freedom of choice and on their own statement of self-reliance, TAP accepts such passengers to travel unescorted but it is not obliged to provide them any on-board assistance that contravenes passenger's statement of self-reliance.

Please note that unescorted WCHC cases are still an exception and shall be considered as such. Passengers requiring WCHC who intend travel unaccompanied must be well advised of Tap's non obligation of providing them any special assistance if they decide travel unescorted.

Notes:

- WCHC is not a medical case, unless passenger's health condition requires medical approval to travel.
- WCHC facility is inventory controlled.
- Transportation includes a narrow body wheelchair or a carrying seat.
- Many incapacitated passengers are passengers with reduced mobility.
- Some want to take their own wheelchairs for travel. Some others require wheelchairs from the airport services.
- Sunday and bank holidays selling office must coordinate request with -LISRKTP
- TAP can support 3 wheelchairs:
 - **WCHR** - Passengers who can ascend and descend steps and move in the aircraft cabin, but who require a wheelchair for distance to/from aircraft.
 - **WCHS** - Passengers who cannot ascend and descend steps but who can move in the aircraft cabin. They require a wheelchair for distance to/from aircraft and must be carried up/down steps.
 - **WCHC** - Passengers who are completely immobile. They require a wheelchair to/from the aircraft and must be carried up/down the steps and to/from their seat.

6.2 Service Charges

- TAP does not charge for wheelchairs.
- One passenger's own wheelchair or one wheelchair supplied by TAP, a pair of crutches or a limb device, are free of charge.
- If passenger carries own wheelchair, enter one of the following SSRs as applicable:
 - WCMP** - Wheelchair Manual Power
 - WCBD** - Wheelchair Dry Cell Battery or Non Spillable Battery
 - WCBW** - Wheelchair Wet Cell Battery or Spillable Battery
 - WCLB** - Wheelchair Lithium Ion Battery

At some airports a special vehicle is available. For wheelchair 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.

7. Blind/Deaf Passengers

7.1 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 harnessed and will not be permitted to move around the cabin or to occupy a seat. The SVAN will travel always on the floor, at passenger's feet.
- When travelling in the hold the dog must be in a container.

7.2 Service Charges

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

8. Refund Fee

8.1 Service Charges

There are two administrative refund fees to be considered.

Refunds within 24H after the tickets' issuance will be subject to an administrative refund fee of EUR15 (USD20/CAD25) and the refund will only be given as a voucher.

- The refund fee will be deducted from the amount **to be refunded as a voucher** and it will be charged in all channels: Contact Center, ATO/CTO, FLYTAP and BSP Link (this last one applies to travel agents and for this specific situation).
 - Must be applied to all passengers, including infants.
 - Due to legal restrictions enforced by **ANAC (Brazil), DOT (USA) and CTA (Canada)**:
 - This administrative fee will be exempted if the refund request is made within 24H and the tickets were issued up to 7 days before travel;
 - The administrative fee will be charged if the refund request is made within 24H and the tickets were issued within 7 days before travel;

Any other refund will be subject to an administrative refund fee of EUR30 (USD40/CAD50).

- The penalty and the refund charge will be deducted from the refund value.
- Exempted from this charge are:
 - ID, AD and DG tickets;
 - Refunds requested through FLYTAP (only possible if the tickets were directly purchased from TAP);
 - Refunds requested directly by Travel Agents through GDS (once if they do it via BSP Link the refund fee will be applied);
 - Refund of award tickets, including "Miles & Cash";
 - Tickets where only the airport taxes are to be refunded;
 - Infant tickets.

Service Fees

VALUES PER OW

Per bag equipment with weight up to 32kg		Domestics Europe (including Morocco)	Intercontinental Flights (including Israel)
Scuba Diving		55 EUR / 70 USD / 90 CAD	110 EUR / 140 USD / 175 CAD
Golf Equipment		40 EUR / 50 USD / 65 CAD	80 EUR / 100 USD / 130 CAD
Boards (up to 200cm)		55 EUR / 70 USD / 90 CAD	110 EUR / 140 USD / 175 CAD
		<u>The boards transportation only should accept in case of passenger signed a declaration of transport;</u> <u>If passenger doesn't accept sign the declaration of transport, TAP must verify each bag and each board.</u> <u>If the verify isn't possible TAP should not transport the boards.</u>	
Longboards (over 200cm)		110 EUR / 140 USD / 175 CAD	150 EUR / 185 USD / 235 CAD
		<u>The boards transportation only should accept in case of passenger signed a declaration of transport;</u> <u>If passenger doesn't accept sign the declaration of transport, TAP must verify each bag and each board.</u> <u>If the verify isn't possible TAP should not transport the boards.</u>	
Skimboard		55 EUR / 70 USD / 90 CAD	110 EUR / 140 USD / 175 CAD
Kitesurf		55 EUR / 70 USD / 90 CAD	110 EUR / 140 USD / 175 CAD
Windsurf		110 EUR / 140 USD / 175 CAD	150 EUR / 185 USD / 235 CAD
Deltaglider / Paraglider		110 EUR / 140 USD / 175 CAD	150 EUR / 185 USD / 235 CAD
Hangliding		110 EUR / 140 USD / 175 CAD	150 EUR / 185 USD / 235 CAD
Snow/Water Ski		55 EUR / 70 USD / 90 CAD	110 EUR / 140 USD / 175 CAD
Bike		55 EUR / 70 USD / 90 CAD	110 EUR / 140 USD / 175 CAD
Tandem bike		110 EUR / 140 USD / 175 CAD	150 EUR / 185 USD / 235 CAD
Vaulting Poles		110 EUR / 140 USD / 175 CAD	150 EUR / 185 USD / 235 CAD
Angling		55 EUR / 70 USD / 90 CAD	110 EUR / 140 USD / 175 CAD
Other sports equipment		110 EUR / 140 USD / 175 CAD	150 EUR / 185 USD / 235 CAD
PETC	Up to 8kg	Domestic: 35 EUR / 45 USD / 58 CAD Europe/Morocco: 70 EUR / 88 USD / 112 CAD	150 EUR / 185 USD / 235 CAD
AVIH (animal in hold)	Up to 32kg	Domestic: 70 EUR / 88 USD / 112 CAD Europe/Morocco: 100 EUR / 130 USD / 160 CAD	200 EUR / 240 USD / 310 CAD
	Over 32kg and up to 45kg	Domestic: 130 EUR / 155 USD / 205 CAD Europe/Morocco: 200 EUR / 240 USD / 310 CAD	300 EUR / 355 USD / 465 CAD
Musical Instruments (in hold)	Up to 23kg	Domestic: 50 EUR / 65 USD / 80 CAD Europe/Morocco: 60 EUR / 75 USD / 95 CAD	150 EUR / 185 USD / 235 CAD
	Over 23kg and up to 32kg	Domestic: 100 EUR / 130 USD / 160 CAD Europe/Morocco: 110 EUR / 140 USD / 175 CAD	200 EUR / 240 USD / 310 CAD
	Over 32kg and up to 45kg	200 EUR / 240 USD / 310 CAD	300 EUR / 355 USD / 465 CAD
Arms and Ammunition		50 EUR / 65 USD / 80 CAD	
Ambulances		EUR 250 / 305 USD / 390 CAD (except departure LHR - 150GBP / if a hi-lift is need 325.50 GBP)	
UMNR		Domestic: 55 EUR / 70 USD / 90 CAD Europe/Morocco: 70 EUR / 88 USD / 112 CAD	120 EUR / 145 USD / 190 CAD
Extra seat		Same fare plus YQ as paid by the passenger for each extra seat	
Oxygen	Continuos Flow	Domestic: 150 EUR / 185 USD / 235 CAD Europe: 170 EUR / 205 USD / 265 CAD	300 EUR / 355 USD / 465 CAD
	Non Continuos Flow	Domestic: 80 EUR / 100 USD / 130 CAD Europe: 170 EUR / 205 USD / 265 CAD	300 EUR / 355 USD / 465 CAD
Stretcher		Narrow Body 6 x Y OW fare / Wide Body 5 x Y OW fare * * Except to/from SID/RAI/VXE/BVC/OXB/TMS/MPM/LAD - B OW fare (B_PUI_) shall apply instead of Y OW fare (Y_PLU_ ; Y_PUI_); Pax and Accompanying persons shall pay any applicable fare	
Wheelchairs		Free of charge	
Blind/Deaf Passengers		Seeing Eye/Hearing Dog - Free of charge	

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

Annex A

(Declaration of Transport)

DECLARAÇÃO DE TRANSPORTE

Pela presente declaro ter conhecimento de que a responsabilidade da TAP AIR 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 ação 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 objeto de verificação por parte da TAP Portugal ou dos seus agentes autorizados

A presente declaração é feita em ____ de _____ de 20__.

Identificação do Transporte:

Voo: _____

Percurso: _____

Data: _____

Nome do Passageiro:

Documento de Identificação:

Assinatura:

DECLARATION OF TRANSPORT

By this declaration I hereby acknowledge that TAP AIR 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 _____, 20__ and is duly executed by me.

Identification of the Transport:

Flight:

Date:

Passenger Name:

Id. Document:

Signature: