



## **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, 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 (EUR80 within Europe and EUR105/USD130 or 165CAD 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.



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## **2. Free Baggage Allowance**

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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.**

### **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](http://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.



## BAGGAGE AND SERVICE FEES

		EUROPE (Including MA and DZ)	INTERCONTINENTAL FLIGHTS
		Within PT and Europe	To/from Israel All Intercontinental flights
Class			
<b>Free Baggage Allowance</b>	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
Victoria - Gold	All	1 extra piece with maximum weight according to passenger class of travel, (travelling in DISCOUNT it will be permitted 1PC 23kg)	
Victoria - Silver	All	No benefits	

\*\* Not applicable to/from Venezuela

### 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.

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

### 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)



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### **3. Excess Baggage Charges**

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#### **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
<b>Baggage Allowance</b>			
Top Executive	2 PC-32kg	2 PC-32kg	2 PC-32kg
Executive	2 PC-32kg	2 PC-32kg	2 PC-32kg
Plus	1 PC-23kg / 2PC-23kg**	1 PC-23kg	1 PC-23kg
Classic	1 PC-23kg	1 PC-23kg	1 PC-23kg
Basic	1 PC-23kg	1 PC-23kg	1 PC-23kg
Discount	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		47 EUR 60 USD 75 CAD	52 EUR 66 USD 84 CAD	57 EUR 72 USD 92 CAD
Any extra piece - up to 23 Kg	Pre Purchase	57 EUR 72 USD 92 CAD	62 EUR 77 USD 98 CAD	67 EUR 84 USD 107 CAD
1st bag (Discount fare) - up to 23 Kg	Check-in	22 EUR 32 USD 38 CAD	27 EUR 37 USD 46 CAD	32 EUR 43 USD 55 CAD
1st bag (Discount fare) - up to 23 Kg	Pre Purchase	37 EUR 47 USD 60 CAD	42 EUR 54 USD 68 CAD	47 EUR 60 USD 75 CAD
1st bag (Discount fare) - up to 23 Kg	Check-in			

### OverWeight

		DISCOUNT		OTHER BRANDS		DISCOUNT		OTHER BRANDS		DISCOUNT		OTHER BRANDS	
From 23Kg up to 32Kg	Check-in	Not Applicable	40 EUR	Not Applicable	45 EUR	Not Applicable	45 EUR	Not Applicable	50 EUR	Not Applicable	50 EUR	Not Applicable	50 EUR

### OverSize

		DISCOUNT		OTHER BRANDS		DISCOUNT		OTHER BRANDS		DISCOUNT		OTHER BRANDS	
dimensions over 158 cm	Check-in	Not Applicable	55 EUR	Not Applicable	60 EUR	Not Applicable	60 EUR	Not Applicable	65 EUR	Not Applicable	65 EUR	Not Applicable	65 EUR

### OverWeight and Oversize

		DISCOUNT		OTHER BRANDS		DISCOUNT		OTHER BRANDS		DISCOUNT		OTHER BRANDS	
weight up to 32Kg and dimensions over 158cm	Check-in	Not Applicable	95 EUR	Not Applicable	105 EUR	Not Applicable	105 EUR	Not Applicable	115 EUR	Not Applicable	115 EUR	Not Applicable	115 EUR

### EXTRA PIECE - Excess Number and Overweight

		DISCOUNT		ALL BRANDS*		DISCOUNT		ALL BRANDS*		DISCOUNT		ALL BRANDS*	
up to 32 kg	Check-in	77 EUR	97 EUR	77 EUR	97 EUR	87 EUR	107 EUR	87 EUR	107 EUR	97 EUR	117 EUR	97 EUR	117 EUR

### EXTRA PIECE - Excess Number and Oversize

		DISCOUNT		ALL BRANDS*		DISCOUNT		ALL BRANDS*		DISCOUNT		ALL BRANDS*	
over 158 cm	Check-in	92 EUR	112 EUR	92 EUR	112 EUR	102 EUR	122 EUR	102 EUR	122 EUR	112 EUR	132 EUR	112 EUR	132 EUR

### EXTRA PIECE - Excess Number and Overweight and Oversize

		DISCOUNT		ALL BRANDS*		DISCOUNT		ALL BRANDS*		DISCOUNT		ALL BRANDS*	
over 158 cm and up to 32 kg	Check-in	132 EUR	152 EUR	132 EUR	152 EUR	147 EUR	167 EUR	147 EUR	167 EUR	162 EUR	182 EUR	162 EUR	182 EUR

\*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 from September 10th 2018



## BAGGAGE AND SERVICE FEES

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

### PIECE CONCEPT

#### INTERCONTINENTAL

Intercontinental flights

CI, CV, GH, GW, IL, SN, ST, TG

#### Baggage Allowance

Top Executive
Executive
Plus
Classic
Basic
Discount

3 PC-32kg
2 PC-32kg
3 PC-23kg
2 PC-23kg
1 PC-23kg
0 PC *

3 PC-32kg
2 PC-32kg
3 PC-23kg
2 PC-23kg
1 PC-23kg
0 PC

#### Excess Baggage

Excess Number

Per extra piece, with dimension up to 158cm

Any extra piece - up to 23 Kg	<i>Pre Purchase</i>
Any extra piece - up to 23 Kg	<i>Check-in</i>

70 EUR 88 USD 112 CAD
85 EUR 105 USD 135 CAD

65 EUR 82 USD 105 CAD
80 EUR 100 USD 130 CAD

OverWeight

Within permitted Free Allowance

From 23Kg up to 32Kg	<i>Check-in</i>
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110 EUR 140 USD 175 CAD
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110 EUR 140 USD 175 CAD
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OverSize

Within permitted Free Allowance

dimensions over 158 cm	<i>Check-in</i>
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150 EUR 185 USD 235 CAD
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150 EUR 185 USD 235 CAD
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OverWeight and Oversize

Within permitted Free Allowance

weight up to 32Kg and dimensions over 158cm	<i>Check-in</i>
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250 EUR 305 USD 390 CAD
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250 EUR 305 USD 390 CAD
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EXTRA PIECE - Excess Number and Overweight

Per extra piece

up to 32 kg	<i>Check-in</i>
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195 EUR 245 USD 310 CAD
-------------------------------

190 EUR 240 USD 305 CAD
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EXTRA PIECE - Excess Number and Oversize

Per extra piece

over 158 cm	<i>Check-in</i>
-------------	-----------------

235 EUR 290 USD 370 CAD
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230 EUR 285 USD 365 CAD
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EXTRA PIECE - Excess Number and Overweight and Oversize

Per extra piece

over 158 cm and up to 32 kg	<i>Check-in</i>
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335 EUR 410 USD 525 CAD
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330 EUR 405 USD 520 CAD
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\* Not applicable to / from Venezuela

Service Fees charges on other currencies should be converted at the BBR – Bank Buying Rate  
Revised: Changes/Updates effectiveness from September 10th 2018



## **4. Special regulations**

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### **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) | = <b>50 EUR</b>  |
| ■ Intercontinental Flights (including Israel)       | = <b>100 EUR</b> |

**Maximum Weight allowed per bag equipment: 32kg**

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



## BAGGAGE AND SERVICE FEES

### 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.

#### 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) = **35 EUR**
- Intercontinental Flights (including Israel) = **75 EUR**

**Maximum Weight allowed per set: 32kg**

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



## BAGGAGE AND SERVICE FEES

### 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.

#### **BOARDS UP TO 200 cm TALL**

- Domestic and European Flights (including Morocco) = 50 EUR
- Intercontinental Flights (including Israel) = 100 EUR

**Maximum Weight allowed per bag equipment: 32kg**

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

#### **BOARDS OVER 200 cm TALL (Longboards)**

- Domestic and European Flights (including Morocco) = 100 EUR
- Intercontinental Flights (including Israel) = 150 EUR

**Maximum Weight allowed per bag equipment: 32kg**

A non-refundable EMD-A for **SPEQ-LONGBRD** 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) = **50 EUR**
- Intercontinental Flights (including Israel) = **100 EUR**

##### **NOTE:**

- Equipment must be duly carried in an appropriate bag.

**Maximum Weight allowed per bag equipment: 32kg**

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

##### **WINDSURF**

- Domestic and European Flights (including Morocco) = **100 EUR**
- Intercontinental Flights (including Israel) = **150 EUR**

##### **NOTE:**

- Equipment must be duly carried in an appropriate bag.

**Maximum Weight allowed per bag equipment: 32kg**

A non-refundable EMD-A for **SPEQ-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) = **100 EUR**
- Intercontinental Flights (including Israel) = **150 EUR**

**Maximum Weight allowed per bag equipment: 32kg**

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



#### **4.1.6 Hangliding**

##### **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) = **100 EUR**
- Intercontinental Flights (including Israel) = **150 EUR**

**NOTE:**

- Equipment must be duly carried in an appropriate bag.

**Maximum Weight allowed per bag equipment: 32kg**

A non-refundable EMD-A for **SPEQ-HANGGLI** 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) = **50 EUR**
- Intercontinental Flights (including Israel) = **100 EUR**

**Maximum Weight allowed per bag equipment: 32kg**

A non-refundable EMD-A for **SPEQ-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) = **50 EUR**
- Intercontinental Flights (including Israel) = **100 EUR**

**Maximum Weight allowed per bag equipment: 32kg**

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

#### **TANDEM**

- Domestic and European Flights (including Morocco) = **100 EUR**
- Intercontinental Flights (including Israel) = **150 EUR**

**Maximum Weight allowed per bag equipment: 32kg**

A non-refundable EMD-A for **OTSE** 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) = **100 EUR**
- Intercontinental Flights (including Israel) = **150 EUR**

**Maximum Weight allowed per bag equipment: 32kg**

A non-refundable EMD-A for **SPEQ-PVAULT** 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) = **50 EUR**
- Intercontinental Flights (including Israel) = **100 EUR**

**Maximum Weight allowed per bag equipment: 32kg**

A non-refundable EMD-A for **SPEQ-FISHING** 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) = **100 EUR**
- Intercontinental Flights (including Israel) = **150 EUR**

**NOTE:**

- Equipment must be duly carried in an appropriate bag.

**Maximum Weight allowed per bag equipment: 32kg**

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

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



## BAGGAGE AND SERVICE FEES

### 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	- <b>PETC</b>	<b>(up to 08 kg)</b>
In Hold	- <b>AVIH</b>	<b>(up to 45 kg)*</b>
<i>In Cargo</i>	- (For more information/conditions, local <b>Cargo Department</b> 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. A 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 cleaned, 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.
- The passenger must sign the shipper's certification for live animals -TAP mod.904-.
- 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 and Republic of Ireland, 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.
- 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.

### **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 animal container must be large enough that the animal can stand upright and move, 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.



## BAGGAGE AND SERVICE FEES

### 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	70 EUR	130 EUR
Within Europe / Morocco	70 EUR	100 EUR	200 EUR
Intercontinental Flights To/from Israel	150 EUR	200 EUR	300 EUR

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**

Is a seeing-eye, hearing or assistant dog that is trained and able to provide assistance to a qualified person with a disability (blind, deaf or paraplegic passenger).

These dogs have identification card supplied by the recognized organization which trained them.

It can also be a search and rescue dog when responding to emergencies and accompanied by the handler.

#### **Important Note:**

Acceptance of assistance dogs – SVAN:

- for UK has special requirements
- **please check carefully GP ANI MS513**

#### **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 MS344**

### **4.2.4.2 Conditions of acceptance of SVAN or ESAN**

**ESAN** - emotional support dog acceptance requires:

- \* 48-hour advance notice
- \* MEDIF

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**

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.

**Revised: Changes/Updates effectiveness from September 10th 2018**

### **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**

The following items are 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**.

**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 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.

	<b>Musical Instruments</b>		
<b>Weight</b>	up to 23kg	over 23kg and up to 32kg	over 32kg and up to 45kg
Within PT and Europe (including MA)	50 EUR	100 EUR	200 EUR
Intercontinental Flights To/from Israel	150 EUR	200 EUR	300 EUR

**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**

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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 **250 EUR (\*)**.

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**

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### **2.1 Unaccompanied Minor**

#### **2.1.1 General Definitions**

**Child/children - Persons of an age of 2 years and above but who are less than 12 years old;  
Infant - A person under the age of 2 years old.**

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. If there is no adult to accompany the infant, an escort hostess must be appointed and this service will be paid for.

- Minors under 3 months of age are not accepted to travel neither as UMNR nor by a company escort (ESHO).

- Minors over 3 months and under 5 years of age can be accepted provided that a TAP Escort person (ESHO) is requested by parents/legal guardians. 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.

Note: Minors over 2 years and under 5 years of age may be accompanied by a passenger with more than 12 years and under 16 years. In this case is required UMNR procedures and fee for each, otherwise it must be required TAP Escort Person (ESHO) for the minor over 2 years and under 5.

- 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**

- **50EUR** for Domestic destinations
- **60EUR** for European destinations (including Morocco)
- **120EUR** 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**

### **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 EMD-A for ESHO must be issued to cover the service charge //////////

**Child / infant pay 100 percent of applicable normal or special adult 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\_) instead of YOW class fares.
- Do not charge airport taxes for ESHO.

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

After the issuance of the EMD, its number must be inserted in the Endorsement box of the passenger TST. **This service is non-refundable if the minor is no-show or the additional escort is cancelled less than 4 days from departure.**



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 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**

Not available on TAP flights.

#### **3.4.1 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 - MEDIF PART 2 - must be always sent via e-mail to [medical.cases@tap.pt](mailto: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 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 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.

- |  |   |
|--|---|
| - <b>Domestic</b>                        | Continuos Flow - EUR 150<br>Non Continuos Flow - EUR 80 |
| - <b>Europe</b>                          | Continuos/Non Continuos Flow - EUR 170                  |
| - <b>Intercontinental (incl. Israel)</b> | Continuos/Non Continuos Flow - EUR 300                  |

A non-refundable EMD-A for **AOXY** 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 Charges**

A baby travelling in an incubator will pay the applicable **infant fare** plus a surcharge equal to:

- **4 x Full Normal Adult** "Y" Class OW Fare for GLOBETROTTER model
- **6 x Full Normal Adult** "Y" Class OW Fare for AIRBORNE model

#### **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\_) 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 EMD-A for MEDA should be issued.



## **6. Stretcher**

### **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 cannot 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 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.

### **6.2 Service Charges**

TAP surcharge for Stretcher is:

- **4 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\_).
- 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.**





## **7. Wheelchairs**

### **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 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.

### **7.2 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.



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## **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.

### **8.2 Service Charges**

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



## **9. Refund Fee**

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### **9.1 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";
  - Involuntary refunds due to death of passenger or immediate family member;
  - Tickets where only the airport taxes are to be refunded;
  - Infant tickets.



## BAGGAGE AND SERVICE FEES

### Service Fees

VALUES PER OW

Per bag equipment with weight up to 32kg		Domestics Europe (including Morocco)	Intercontinental Flights (including Israel)
<b>Scuba Diving</b>		EUR 50	EUR 100
<b>Golfing Equipment</b>		EUR 35	EUR 75
<b>Boards (up to 200cm)</b>		EUR 50	EUR 100
<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>			
<b>Longboards (over 200cm)</b>		EUR 100	EUR 150
<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>			
<b>Kitesurf</b>		EUR 50	EUR 100
<b>Windsurf</b>		EUR 100	EUR 150
<b>Deltaglider / Paraglider</b>		EUR 100	EUR 150
<b>Hangliding</b>		EUR 100	EUR 150
<b>Snow/Water Ski</b>		EUR 50	EUR 100
<b>Bike</b>		EUR 50	EUR 100
<b>Tandem bike</b>		EUR 100	EUR 150
<b>Vaulting Poles</b>		EUR 100	EUR 150
<b>Angling</b>		EUR 50	EUR 100
<b>Other sports equipment</b>		EUR 100	EUR 150
<b>PETC</b>	<b>Up to 8kg</b>	Domestic Europe/Morocco EUR 35 EUR 70	EUR 150
<b>AVIH</b> (animal in hold)	<b>Up to 32kg</b>	Domestic Europe/Morocco EUR 70 EUR 100	EUR 200
	<b>Over 32kg and up to 45kg</b>	Domestic Europe/Morocco EUR 130 EUR 200	EUR 300
<b>Musical Instruments</b> (in hold)	<b>Up to 23kg</b>	EUR 50	EUR 150
	<b>Over 23kg and up to 32kg</b>	EUR 100	EUR 200
	<b>Over 32kg and up to 45kg</b>	EUR 200	EUR 300
<b>Arms and Ammunition</b>		EUR 50	
<b>Ambulances</b>		EUR 250 (except departure LHR - 150GBP / if a hi-lift is need 325.50 GBP)	
<b>UMNR</b>		Domestic: EUR 50 Europe: EUR 60	EUR 120
<b>ESHO</b>		1 x Y OW (Y_PLU_ or Y_PUL_) except to/from VXE/RAI/SID/OXB/MPM/TMS/LAD which is 1 x B OW (B_PUL_) 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>	Domestic: EUR 150 Europe: EUR 170	EUR 300
	<b>Non Continuos Flow</b>	Domestic: EUR 80 Europe: EUR 170	EUR 300
<b>Incubator</b>		Globetroter model = 4 x full normal adult Y OW fare (Y_PLU_ ; Y_PUL_) * Airborne model = 6 x full normal adult Y OW fare (Y_PLU_ ; Y_PUL_) *	
<b>Stretcher</b>		4 x Y OW fare * * Except to/from SID/RAI/VXE/BVC/OXB/TMS/MPM/LAD - B OW fare (B_PUL_) shall apply instead of Y OW fare (Y_PLU_ ; Y_PUL_); Pax and Accompanying persons shall pay any applicable fare	
<b>Wheelchairs</b>		Free of charge	
<b>Blind/Deaf Passengers</b>		Seeing Eye/Hearing Dog - Free of charge	

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



# ***Annex A***

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(Declaration of Transport)



**BAGGAGE  
AND  
SERVICE FEES**

**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 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 201\_.

Identificação do Transporte:

Voo: \_\_\_\_\_

Percurso: \_\_\_\_\_

Data: \_\_\_\_\_

Nome do Passageiro:

Documento de Identificação:

Assinatura:



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**BAGGAGE  
AND  
SERVICE FEES**

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**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 \_\_\_\_\_, 201\_ and is duly executed by me.

Identification of the Transport:

Flight:

Date:

Passenger Name:

Id. Document:

Signature: