



Emergency

flown by Lufthansa Cargo

Conditions for using Emergency

If the customer delivers a confirmed shipment not ready for carriage / cancels or deletes confirmed booking we need to cover the steering effort and compensate for empty capacity previously provided for the Emergency booking.

1. Fee for no-show or cancellation / for re-booking on customer request

To allow for maximum operational performance, Lufthansa Cargo requires their customer to fulfil the agreed to and contracted booking and the respective applied chargeable weight (CWT). Therefore, Lufthansa Cargo will impose and charge a fee of 50% of the contracted net freight charges based on the applicable CWT for:

- a) No Show, i.e. the contracted shipment is not delivered R4C to LH Cargo by the contracted LAT.
- b) Cancellation or deletion of a confirmed booking.
- c) Change of confirmed flight by customer request.

2. Fee for reduction of actual weight (AWT)

If the rebooking of a confirmed booking (prior to goods acceptance) results in a reduced CWT: LH Cargo will charge a fee in the amount of 50% of the difference between the charge of the CWT in the last confirmed booking and the charge based on the new CWT.

3. Charge and fee in case of booking discrepancy

In case of booking discrepancy, i.e. deviation between the chargeable weight (CWT) in the last confirmed booking ("contracted CWT") and the CWT at goods acceptance, Lufthansa Cargo charges as follows:

- a) If the CWT at goods acceptance is less than that of the last confirmed booking: the charge based on the CWT at goods acceptance plus a fee in the amount of 50% of the difference between the charge of the CWT in the last confirmed booking and the charge based on the CWT at goods acceptance.
- b) If the CWT at goods acceptance is greater than that of the last confirmed booking: the charge based on the CWT at acceptance. A shipment delivered with higher actual weight than in the last confirmed booking will be accepted if space available. If no space available and rebooking is necessary: rebooking will not constitute a claim according to the Money back Guarantee.

4. LH Cargo does not charge a fee in the following cases:

- a) If the reduction of actual weight only leads to a reduction from chargeable over-pivot weight of the ULD to chargeable pivot weight of the ULD
- b) If the applicable fee for no-show, cancellation/deletion, flight change or chargeable weight reduction is lower than 500€ or equivalent in local currency.

