



FLY YOUR BIKE

Air Canada Cargo’s Fly Your Bike program is designed to transport motorbikes when traveling with Air Canada or not. This program is valid from May 1 to September 30, 2016. To book or find out about our Fly Your Bike program please call the customer service number in the city your shipment will originate from.

CUSTOMER SERVICE CONTACTS

MONTREAL, TORONTO, VANCOUVER, CALGARY			PARIS
1-800-387-4865			+331 7076 0214 avi.cdg@aircanada.ca
LONDON, MANCHESTER, EDINBURGH, GLASGOW	BRUSSELS	DUBLIN	FRANKFURT
0371 224 3600 or 44 (0) 20 8750 8260 LHRCustomerService@aircanada.ca	+32 22 54 31 92 viabru@demavia.com	+353 1827 6266 res@iamair.com	+49 69 69 52 11 11 fracargosales@aircanada.ca uwe.siebenborn@aircanada.ca

FOR INQUIRIES AND BOOKINGS

1. Contact our customer service numbers above or via email where indicated.
2. Advise the agent you are inquiring about booking a motorbike and they will provide you with an estimate.
3. If you are ready to make a booking, you will be prompted for the following:
 - Your full name and address (shipper)
 - Full name and address of the person who will pick up the motorbike at destination (consignee). Name can be same as shipper.
 - Weight of vehicle (250 kgs if unknown). Correct weight will be adjusted when tendered to the origin station once the motorbike is placed on the scale.

Motorbikes are classified as dangerous goods in air transport, therefore additional documents are required. The booking agent will provide information on the documentation requirements and processes for preparing for transport.



DANGEROUS GOODS DOCUMENTS REQUIREMENTS

From **Canada, Frankfurt, and Brussels** the customer is required to contact and schedule an appointment with the Dangerous Goods Shipping Consultant a minimum of two (2) weeks prior to tender time. If the scheduled departure is within two (2) weeks, the Dangerous Goods Consultant must be contacted at the time of booking. The customer is to assume all fees charged by the Dangerous Goods Shipping Consultant.

From **London (LHR), Manchester, Edinburgh, Dublin, Glasgow and Paris** contact the local Air Canada Cargo customer service number and arrange for an appointment with a Dangerous Goods Acceptance Agent.

The following information must be provided to the shipping consultant in order to prepare the dangerous goods documents known as the **“Shipper’s Declaration for Dangerous Goods”**:

- The full name, address, and telephone number of the shipper.
- The full name, address, and telephone number of the receiver (consignee). This can be the same person, but an address at destination is required.
- The weight of the motorbike. This will be left blank and entered manually when tendered to the origin station once the motorbike is placed on the scale.

RATES

Rates are one way and vary depending on origin and destination. The booking agent will provide the applicable rate.

Our Fly Your Bike program provides a reduced rate for shipping motorbikes during the summer months, whether you and your bike are both traveling with Air Canada or not.

- If you are an Air Canada passenger, traveling with your motorbike, please provide your booking reference when calling Air Canada Cargo to benefit from a special rate.
- All destinations can be subject to change due to seasonal operations or changes in stations’ Dangerous Goods certification, or space availability
- Fixed rate one way determined by origin/destination
- All rates are one way directional
- The origin and destination of motorbike will determine rate
- Rates are valid for the duration of the program only

PRICE INCLUDES

- Fuel surcharge
- Security surcharge
- Navigation tax
- Dangerous Goods and screening fee.

Other surcharges may apply, depending on origin/destination (contact your local office for details)

ADDITIONAL CHARGES NOT INCLUDED IN PRICE SUCH AS

- Local charges at origin or destination may apply:
- GST (applicable on intra-Canada shipments)
- Dangerous goods consultant fee, where applicable
- Applicable miscellaneous charges not mentioned above

PAYMENT

Cost of transportation of the motorbike is paid to Air Canada Cargo at time of tender for each way. Only credit and debit card payments are accepted.



THE FOLLOWING ARE REQUIRED AT TIME OF TENDER

- Ensure fuel tank has been drained as far as practical and fuel does NOT exceed ¼ of the tank capacity
- All batteries must be installed and securely fastened in the battery holder of the vehicle and be protected in such a manner as to prevent damage and short circuits
- Spare key should be left in the ignition
- Disable alarm (theft-protection devices), installed radio communications equipment or navigational systems
- Ensure you have your air waybill number (booking number) available at time of tender
- If the motorbike comes with saddle bags, these may be filled with equipment, parts etc. An itemized list of the content of the saddle bags must be provided at time of tender. Personal effects such as a clothing, toiletries and luggage cannot accompany the motorbike. (Dangerous goods such as lubricants, spray paints etc. must be left behind)

INSURANCE

- Available at time of tender: 3% per amount of insurance requested in local currency
- If damage has occurred during transport and a claim needs to be filed, you will need to prove that damage has occurred with pictures, documentation outlining the damage, estimated repair costs and proof of value of motorbike.

STORAGE AT DESTINATION

- Storage is included for 24 hours after flight arrival. Additional days/hours as per local rates.

TO MAKE A RETURN BOOKING

Arrangements to be made by the shipper with the local Air Canada Cargo office at city of departure, at least two weeks prior to the date of return. If the motorbike is being returned to the origin station, a separate set of Dangerous Goods Documents must be obtained prior to departure. If the return document was not obtained at original departure station, the shipper will need to contact a Dangerous Goods Consultant at the station from which they are returning and obtain appropriate return documents at additional cost to the shipper.

Disclaimer of Liability

While every effort has been made to offer the most current and correct information available, it is always possible that inadvertent errors in information may occur. By utilizing this service you understand and agree that neither Air Canada nor any of its representatives are making any representation or warranty as to the accuracy or completeness of the information provided herein and that neither Air Canada nor any of its representatives shall have any liability to you relating to or resulting from the use of such information or any errors or omission therein.



FLY YOUR BIKE

Q & A

What do I have to do to prepare for my motorbike to be shipped as a dangerous good?

Motorbikes are classified as dangerous goods in air transport. The booking agent will provide information on the documentation requirements and process for preparing the motorbike for transport.

How much will it cost?

We offer two-tier pricing structure based on whether or not you are traveling on Air Canada as a passenger and shipping the motorbike as Cargo, or simply shipping your motorbike as cargo. The rate is for each origin-destination. Our rates are one way in local currency of origin country. Price includes: fuel surcharge, security surcharge, navigation tax at departure, screening fee, and Dangerous Goods fee. Additional charges and taxes may apply based on local charges at origin or destination and terminal fees. Please contact your local Air Canada Cargo office for our special pricing.

How much time will it take my bike to reach its destination?

Your motorbike will usually travel on the same aircraft as passengers, arriving at the same time. Recovery time at destination can be longer than 4 hours sometimes, if the motorbike is shipped on the same flight as you. Therefore, it can sometimes be preferable to book and ship a day prior to your travel date. This will avoid you waiting at your destination. Also some destinations require prearrangements with a local broker to clear the motorbike at destination.

How far in advance do I take my motorbike to Air Canada Cargo?

The motorbike can be tendered at our facilities up to 24 hours prior to departure time. The latest time a motorbike can be tendered is 6 hours prior to departure of the booked flight (assuming paper work is complete and motorbike is ready to be shipped). Usually the freight is tendered at the same time as the Dangerous Goods Documents are processed. Normally inspection and tender takes no longer than 1 hour.

Will the bike ride on my flight?

We can book your motorbike on the same flight as you, however it would be preferable if it is booked and shipped a day prior to your travel date*. This will avoid you waiting at your destination. Recovery time at destination can be longer than 4 hours sometimes, if the motorbike is shipped on the same flight as you.

** Additional storage charges may apply at destination*

What do I have to do to prepare?

You should have the following information handy before you contact Air Canada Cargo :

- Departure date of motorbike
- Destination
- Shipper name, address, telephone contact number, and email address
- Receiver (consignee) name, address, telephone contact number
- Dimension of motorbike (length, width, height)
- Approximate weight (motorbike will be weighed at Air Canada Cargo facility and booking adjusted accordingly)
- Obtain Dangerous Goods consultant name and contact number to schedule an appointment (exceptions: UK, DUB, and CDG)



Can I insure my motorbike?

Yes, we offer damage insurance at 3% per amount of insurance requested in local currency. Coverage is for damage incurred during transportation by Air Canada Cargo. For additional coverage please contact your local insurance company.

What do I do if damage has occurred during transport?

A claim will need to be filed and **you will** need to prove damage occurred during transport with pictures and documentation outlining the damage. **Also estimated repair cost and proof of value of the motorbike will be needed.**

Is it recommended to insure my motorbike?

Yes, it protects you against potential damage and loss.

Who will do the customs clearance at destination?

The person who will pick up the motorbike at destination. Usually it is the consignee. Some destinations will require the assistance of a Freight Forwarder. Please ask the agent at time of booking which destinations require this service.

Who is responsible for providing customs documents at origin?

The shipper.

Who will load and strap down the motorbike?

Once your motorbike is handed over to us and accepted, the motorbike is loaded and strapped down by a qualified cargo agent.

What can I do to prepare my motorbike for travel?

- Ensure fuel tank has been drained as far as practical and fuel does NOT exceed ¼ of the tank capacity.
- All batteries must be installed and securely fastened in the battery holder of the vehicle and be protected in such a manner as to prevent damage and short circuits.
- Spare key should be left in the ignition
- Disable alarm (theft-protection devices), installed radio communications equipment or navigational systems
- Ensure you have your air-waybill number (booking number) available at time of tender

When can I make my motorbike reservation?

Ideally, soon after you have booked your flight and up to 2 weeks ahead of departure, to a maximum of 30 days. This would ensure a booking for your motorbike, however you may not get space on a desired flight.

Can I ship a motorbike with special shocks?

Yes, both pneumatic and hydraulic shocks are covered by the Dangerous Goods regulations

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