



AC DGR

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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

1-800-387-4865

PARIS

+331 7076 0214

avi.cdg@aircanada.ca

LONDON, MANCHESTER, EDINBURGH, GLASGOW

0371 224 3600 or

44 (0) 20 8750 8260

LHRCustomerService@aircanada.ca

BRUSSELS

+32 22 54 31 92

viabru@demavia.com

DUBLIN

+353 1827 6266

res@iamair.com

FRANKFURT

+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.

1. Advise the agent you are inquiring about booking a motorbike and they will provide you with an estimate.
2. If you are ready to make a booking, you will be asked for the following:
 1. Your full name and address (shipper)
 2. Full name and address of the person who will pick up the motorbike at destination (consignee). Name can be same as shipper.
 3. 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.

As motorbikes are classified as dangerous goods in air transport, additional documents are required. The booking agent will provide information on the documentation DANGEROUS GOODS DOCUMENTS REQUIREMENTS requirements and processes for preparing for transport.

DANGEROUS GOODS DOCUMENTS REQUIREMENTS

As motorbikes are classified as dangerous goods in air transport, additional documents are required and these need to be obtained from a dangerous goods consultant. The shipper of motorbike is responsible to make arrangements with the consultant, and must assume all related fees.

From **Canada, Frankfurt, and Brussels**: At least **two weeks prior to tender time** (when you will bring your bike to be shipped), you must contact and schedule an appointment with the dangerous goods consultant. If the shipment date is within two (2) weeks, the consultant must be contacted at the time of booking.

From **London (LHR), Manchester, Edinburgh, Dublin, Glasgow and Paris**: Contact the local Air Canada Cargo customer service number to 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.
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PRICING

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.

Rates are one way and vary depending on origin and destination.

Air Canada Passengers: 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.

Price Includes:

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

Additional Charges:

- 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

Other surcharges may apply, depending on origin/destination. The agent will provide you with the final, applicable rate.

Note:

- 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 the shipment will determine the rate
- Program rates are valid for the duration of the program only

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.

REQUIREMENTS AT TIME OF TENDER

- The fuel tank must be drained as far as practical; and fuel must 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, to be left in the ignition
 - Alarm (theft-protection devices, installed radio communications equipment or navigational systems must be disabled)
 - Air waybill number (booking number)
 - Saddle bags 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)
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INSURANCE

- 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 pictures, documentation outlining the damage, estimated repair costs and proof of value of motorbike to support your claim.
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STORAGE AT DESTINATION

- Storage is included for 24 hours after flight arrival. Additional days/hours as per local rates.
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TO MAKE A RETURN BOOKING

You (the shipper) must make arrangements to fly your bike back with the local Air Canada Cargo office at city of departure, at least two weeks prior to your date of return.

Dangerous Goods Requirements:

- If the motorbike is being returned to the station from which it was shipped (origin station), you will need to provide a duplicate set of Dangerous Goods Documents. These can be obtained prior to departure from the origin station from the dangerous goods consultant.
- If you did not obtain a duplicate set of documents, you will need to contact a dangerous goods consultant at the station from which your bike is flying from to obtain appropriate return documents. Additional fees will apply.

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. Destinations are subject to space availability, aircraft type, government regulations, and route seasonality. UK flights available during summer schedule only. Motorbike program available up to September 30, 2016.

FAQ

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 document 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 a local Air Canada Cargo office for details.

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 take up to four hours, if the motorbike is shipped on the same flight as you. To avoid waiting at destination, you may want to consider shipping your bike a day earlier to your travel date. Keep in mind that prearrangements with a local broker to clear the motorbike may be required at your 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 to and no less than 6 hours prior to departure time.

Will the bike ride on my flight?

We can book your motorbike on the same flight as you, however it is a good idea to ship it the day before your travel date*. This will avoid you delays at your destination.

** 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 to make a booking or inquire about a rate:

- 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.

Is it recommended to insure my motorbike?

Yes, it protects you against potential damage and loss.

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.**

Who will handle the customs clearance at destination?

The person who will pick up the motorbike at destination. 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 – that is, the person shipping the bike at the point of origin.

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.
 - Leave a spare key should in the ignition
 - Disable the alarm (theft-protection devices), installed radio communications equipment or navigational systems
 - Ensure you have your air waybill number (booking number) handy at time of tender
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When can I make my motorbike reservation?

You can book the motorbike shipment up to 30 days and no less than two weeks prior to departure.

Can I ship a motorbike with special shocks?

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