



# FLY YOUR BIKE

## CUSTOMER SERVICE CONTACT

MONTREAL	TORONTO	VANCOUVER	CALGARY
1-800-361-2159 yulff.lcacc@aircanada.ca	1-800-387-4865 yyzff.acconnect@aircanada.ca	1-800-667-1729 yvrff.acconnect@aircanada.ca	1-403-221-2600 yycff.acconnect@aircanada.ca

## OUTBOUND BOOKING

Initiate booking by contacting our customer service numbers or via email.

Note : all motorbikes are considered as dangerous goods, therefore, additional documents are required

- Advise the agent you are booking a motorbike
- 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 international air transport. The booking agent will provide information on the documentation requirements and processes for preparing for transport.

## DANGEROUS GOODS DOCUMENTS REQUIREMENTS

The following information must be provided 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 can be left blank and entered manually when tendered to the origin station once the motorbike is placed on the scale.



## RATES

Contact your local Air Canada Cargo Customer Service Representative for rates.

- Two tier pricing. Pricing depends on if you are travelling on Air Canada or not
- All destinations can be subject to change due to seasonal operations or changes in stations' Dangerous Goods certification, or space availability
- Flat rate
- All rates are one way in Canadian dollars (CAD\$)
- The same rates apply for return shipments (CAD\$)
- If motorbike returns from a different destination, rates can change
- Price includes: fuel, security surcharge and navigation tax
- If your passenger ticket is with Air Canada, please provide booking number at time of motorbike reservation

### ADDITIONAL CHARGES NOT INCLUDED IN PRICE

- Local charges at origin or destination may apply
- Screening charge of 0.15 CAD\$/kg
- Dangerous Goods fee \$65.00
- GST (applicable on intra-Canada shipments)
- Consultant fee

## PAYMENT

Cost of transportation of the motorbike is paid to Air Canada Cargo at time of tender. Only credit & 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 must be provided at time of tender with the saddle bags. Personal effects such as a clothing, toiletries and luggage cannot accompany the motorbike. (Any dangerous goods items such as lubricants, spray paints etc. must be left behind)

## INSURANCE

- Available at time of tender: rate \$3.00/\$1000 insured
- 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

- Allowed 24 hours after flight arrival. Additional days/hours as per local rates.

## RETURN BOOKING

Arrangements to be made by your initial local contact via email

- If the motorbike is being returned to the origin station, a separate set of Dangerous Goods Documents must be obtained prior to departure.

### **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.

ACC381\_MOTO\_Revised\_5mar2015