



From the ordinary to the extraordinary
**55 years of delivering
service excellence**

We've been flying it all for you!

Cargolux network, terms and conditions


Summer 2025
01 April – 30 September
The Netherlands

**55
years**



Cargolux operates on an extensive global network.

Cargolux circumnavigates the globe 5 to 6 times each week via frequent transpacific flights. This international reach covering major commercial gateways reflects Cargolux's long-standing and trustworthy relationships with customers, airport authorities, and freight forwarders worldwide.



you name it, we fly it!

Check flight connections

From *

To *

Date

Airport, City or IATA code

Airport, City or IATA code

2024-08-19

Find

Our worldwide offices

Country *

City

Find

Flight network in PDF format





Click to learn more about Cargolux network



Office contacts and ground handler information:

Cargolux Contacts

Please find contact information on our Website:
www.cargolux.com/contact/

Cargolux Office

Cargolux Airlines S.A.
Building T11
Anchoragelaan 30
1118 LD, Schiphol Airport
Tel: +31 20 259 59 59
Web: www.cargolux.com
CVAMS-sales@cargolux.com
CVAMS-customerservice@cargolux.com

Operational Contact Details

CVAMS-operations@cargolux.com

CVAMS-import@cargolux.com

CVAMS-tracing@cargolux.com

Commercial Contact Details

CVAMS-Sales@cargolux.com
CVAMS-Customerservice@cargolux.com

CVAMS-ASML@cargolux.com
CVAMS-Fresh@cargolux.com

CVAMS-Liveanimals@cargolux.com
CVAMS-Select@cargolux.com
CVAMS-Accounting@cargolux.com

Ground Handler Luxembourg

Luxcargo Handling S.A.
Luxembourg Airport – Cargo Center
L-1360 Niederanven
Grand Duchy of Luxembourg

Ground Handler

Swissport Cargo Services
Building T11
Anchoragelaan 30
1118 LD, Schiphol Airport

- for all operational related matters; trucking, planning, status requests, copy AWB's, direct pick-up coordination, time slots, missing cargo etc.
- for import related matters; import trucking, status of import shipments.
- for all tracing matters

- for all your quotes and sales related matters
- for all your commercial service related matters; POD requests, CCA requests, booking adjustments etc.
- for all matters involving ASML
- for all perishable requests (flowers, plants, vegetables, fish, meat etc.)
- for all AVI requests
- for all shipments related to the CV SELECT product
- for all financial administrative matters

Terms and Conditions

1. Conventional fuel / sustainable aviation fuel / security / war

FUEL SURCHARGE (MY)	Based on the CWT
SUSTAINABLE AVIATION FUEL (ZD) - SAF	EUR 0.04 /kg based on the CWT
SECURITY SURCHARGE (XB)	EUR 0.10 /kg based on the CWT EUR 0.13 /kg based on the CWT to and from Africa
WAR SURCHARGE (XD)	EUR 0.09 /kg based on the CWT to and from Asia until further notice
Applicability of MY/ZD/XB/XD on the date of the freight's first movement, MIN CWT 100 kg	



Customer portal
Go digital! [Request access!](#)

New!

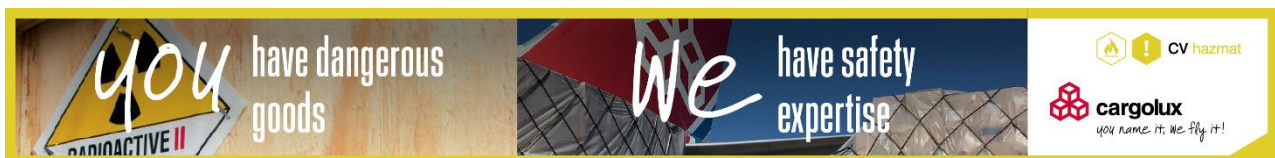
2. Product related standard surcharges and fees



CV HAZMAT	CC*	Surcharges	Fees
MIN applicable on CWT 100 kg (except for Explosives, Radioactive and UN3480)			
CAO surcharge ¹	RA	EUR 0.50/kg	+ below DGR check fee
PAX surcharge ¹	RA	EUR 0.25/kg	+ below DGR check fee
DGR check and re-check (applicable on any kind of DGR, except Dry Ice) ²	RA	n/a	EUR 100.00 / AWB
DGR in excepted quantities	RA	n/a	EUR 100.00 / AWB
DGR Class 1 & 7 (explosives and radioactive), MIN 250 kg CWT per shipment (including Excepted Quantities)	RA	PAX/CAO	EUR 250.00 / AWB
FCB (Fire Containment Bag), 65x65x50 (cm)	MF	n/a	EUR 250.00 / cover
FCC/FCS ((Fire Containment Cover), small (120x80x150 (cm))), for EU standard skid	MF	n/a	EUR 250.00 / cover
FCC/FCL (Fire Containment Cover), large for PLD/Q6	MF	n/a	EUR 400.00 / cover
MAG / ELI / ELM	RA	n/a	EUR 100.00 / AWB
UN3480/UN3551, Class 9, Lithium/Sodium ion batteries, RBL, min. CWT 250 kg	RA	EUR 0.50/kg	EUR 100.00 / AWB
<u>PAX surcharge exempted UN number:</u>			
UN3082, Class 9, Environmentally hazardous substance, liquid, n.o.s.	RA	n/a	EUR 100.00 / AWB
<u>PAX/CAO surcharges exempted UN numbers:</u>			
UN1266, Class 3, Perfumery products with flammable solvents	RA	n/a	EUR 100.00 / AWB
ID8000 (Class 9, Consumer commodity)	RA	n/a	EUR 100.00 / AWB
UN1845, Class 9, Dry ice (when used as a refrigerant for other than DG)	RA	n/a	EUR 100.00 / AWB
UN3528, Class 3, Engine, internal combustion, flammable liquid powered	RA	n/a	EUR 100.00 / AWB
UN3529, Div. 2.1, Engine, internal combustion, flammable gas powered	RA	n/a	EUR 100.00 / AWB
UN3530, Class 9, Engine, internal combustion	RA	n/a	EUR 100.00 / AWB

¹ - For Dangerous Goods (PAX/CAO) contained in equipment, only the declared DG quantity will be subject to CV hazmat surcharges. For Dangerous Goods (PAX/CAO) in consolidation, CV hazmat surcharges will be applied based on DG chargeable weight (2nd line on MAWB shall list DG separately)

² - For rejected DG shipments storage charges apply after 24h





CV POWER	CC*	Surcharges	Fees
Vehicle acceptance check (incl. DGR and VEH check), also valid for CAO / Hybrid / Electric vehicles, for UN3166, Class 9, Vehicles, flammable liquid/gas powered or Vehicle, fuel cell, flammable liquid/gas powered, and for UN3556, Class 9, Vehicle, lithium ion battery powered UN3557, Class 9, Vehicle, lithium metal battery powered UN3558, Class 9, Vehicle, sodium ion battery powered	RA	n/a	EUR 100.00 / VEH
UN3528, Class 3, Engine, internal combustion, flammable liquid powered *	RA	n/a	EUR 100.00 / AWB
UN3529, Div. 2.1, Engine, internal combustion, flammable gas powered *	RA	n/a	EUR 100.00 / AWB

* If booked as aircraft engine



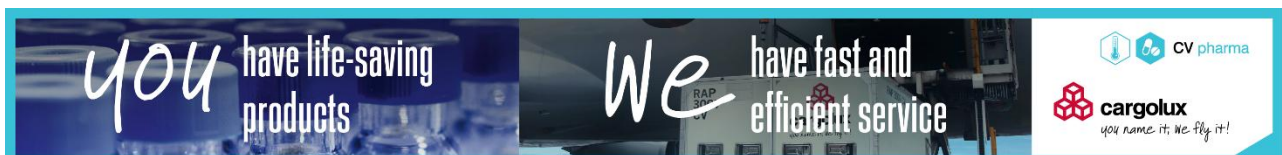
CV PHARMA	CC*	Surcharges	Fees
MIN applicable on CWT 100 kg			
COL 2-8 °C	ZC	EUR 0.35 / kg	EUR 100.00 / AWB ³
FRO (below 0 °C)	ZC	EUR 0.35 / kg	EUR 100.00 / AWB ³
CRT 15-25 °C	ZC	EUR 0.20 / kg	EUR 100.00 / AWB ³
ERT 2-25 °C	ZC	EUR 0.20 / kg	EUR 100.00 / AWB ³
CV pharma investigation report ⁴	ZC	n/a	EUR 225.00 / AWB

RKN – Pivot weight: 825 kg

RAP – Pivot weight: 1650 kg

³ - Additional handling fee for PIL shipments – Cool room storage/Healthcare Acceptance Check List

⁴ - Without documented temperature deviation provided by customer or applied when the customer requests temperature data without presenting a documented temperature deviation





CV FRESH	CC*	Surcharges	Fees
MIN applicable on CWT 100 kg			
Temperature-specific handling (except vegetables)	PB	EUR 0.10 / kg	EUR 50.00 / AWB
Temperature-specific handling (vegetables only) ⁵	PB	n/a	EUR 20.00 / AWB

⁵ - Vegetables considered general cargo – No temperature indication on AWB allowed – In case of more than 6 hours or overnight flight delay, cool room storage provided

Latest acceptance in LUX
5 hours prior to STD



CV ALIVE	CC*	Surcharges	Fees
MIN applicable on CWT 250 kg			
Acceptance check	LG/LA	n/a	EUR 100.00 / AWB
Small loose animals e.g. cats, dogs etc.	LH	n/a	EUR 40.00 / Animal / Day

Latest acceptance in LUX:
5 hours prior to STD
> 2 ULD's: 6 hours prior to STD
> 4 ULD's: To be coordinated



CV PRECIOUS	CC*	Surcharges	Fees
MIN applicable on CWT 100 kg			
Storage fee in LUX (safety cage, strong room)	VC	n/a	EUR 50.00 / AWB



3. E-Data and customs related charges and fees

E-Data and Customs reporting data transmission charges and fees (valid to all destinations)	CC*	Charges	Fees
All FWB and FHL messages received, complete and correct, prior to cargo acceptance	CG	EUR 2.00 / MAWB	n/a
Incomplete or incorrect FWB and FHL messages received, prior to cargo acceptance	CG	EUR 100.00 / MAWB	n/a
MRN closure in LUX	CC	n/a	EUR 10.00 / document

4. Additional services

Type	CC*	Surcharges	Fees
Additional aircraft ground time (min. 1 hour)	FE	n/a	EUR 3000.00 / hour
Batteries LR20 1.5V (set of 16)	RA	n/a	EUR 50.00 / set
CCA - MAWB Amendment	DH	n/a	EUR 100.00 / request
Crane in LUX	KA	n/a	EUR 1100.00 truck / shipment / lift
DACL approval request	MC	n/a	EUR 250.00 / document
Dry ice refill in LUX	RA	EUR 5.00 / kg MIN: EUR 120.00 / AWB	n/a
Landing certificate	MC	n/a	EUR 60.00 / document
Misdeclaration of weight/volume	MC	n/a	EUR 100.00 / request
Paper AWB fee	MP	n/a	EUR 10.00 / AWB
Proof of delivery (POD)	SE	n/a	EUR 100.00 / document
Proof of export	SE	n/a	EUR 60.00 / document
Security screening in LUX (based on Actual Weight)	SC	EUR 0.15 / kg MIN EUR 50.00 / AWB and / or truck MAX EUR 400.00 / AWB and / or truck	n/a
Shipment requiring photographs in LUX	MC	n/a	EUR 150.00 / event
Shoring solutions and technical drawings	FE	n/a	Upon request
Storage fee in LUX (safety cage, strong room)	VC	n/a	EUR 50.00 / AWB
Surveillance service (Accompaniment of customer for build-up and loading supervision) (min. 2 hours)	VB	n/a	EUR 125.00 / hour
Temperature controlled cargo (other than CV pharma / CV fresh / CV alive)	ZC	EUR 0.10 / kg ⁶ MIN EUR 10.00	EUR 75.00 / AWB
Thermal Cover DuPont™ Tyvek® W50 lower deck	ZC	n/a	EUR 600.00 / Aircraft Pallet
Thermal Cover DuPont™ Tyvek® W50 main deck	ZC	n/a	EUR 700.00 / Aircraft Pallet
Thermal Cover TEMAX-4000 lower deck	ZC	n/a	EUR 600.00 / Aircraft Pallet
Thermal Cover TEMAX-4000 main deck	ZC	n/a	EUR 800.00 / Aircraft Pallet
Transit licence for commercial weapons, ammunition, military and dual use, radioactive & explosive material	TR	n/a	EUR 200.00 / licence
Warehouse storage in LUX ⁷ (based on CWT)	SO	EUR 0.05 / kg / day MIN EUR 50.00	n/a

⁶ - Applies on chargeable weight

⁷ - 48 hours free of charge

*CC: Charge code



Terms and Conditions:

All based on chargeable weight.

The below No-Show and cancellation charges are valid for contract and ad hoc bookings as well as for allocations.

Also applicable for one specific shipment spread over multiple AWBs exceeding 8 tons booked on the same flight.

Notices provided by e-mail and sent before 4:30 p.m. (local time) shall be deemed to be received on that business day.

Notices sent by e-mail after 4:30 p.m. (local time) shall be deemed to be received on the following business day.

Working days are Monday to Friday from 8 a.m. to 5 p.m. (local time), excluding local legal holidays.

No-Show charges for shipments between 3000 kg and 8000 kg

Cargolux will charge 100% of the airfreight charges (excl. surcharges) in the event of a No-Show for the booked truck or flight at the agreed cut-off times.

Same applies in case shipments are delivered with less than 50% of the booked chargeable weight.

Shipments cancelled less than 24h before flight departure are considered as No-Shows.

Cancellation and No-Show charges for shipments exceeding 8000 kg

Cancelled or rebooked less than 4 working days prior to scheduled truck or flight departure ex LUX: 25% of airfreight charges (excl. surcharges)

Cancelled or rebooked less than 3 working days prior to scheduled truck or flight departure ex LUX: 50% of airfreight charges (excl. surcharges)

Cancelled or rebooked less than 2 working days prior to scheduled truck or flight departure ex LUX: 75% of airfreight charges (excl. surcharges)

No-Show: 100% of airfreight charges (excl. surcharges)

Cancellation and No-Show charges for “select” shipments exceeding 1500 kg

Cancelled or rebooked less than 3 working days prior to scheduled truck or flight departure ex LUX: 25% of airfreight charges (excl. surcharges)

Cancelled or rebooked less than 2 working days prior to scheduled truck or flight departure ex LUX: 50% of airfreight charges (excl. surcharges)

Cancelled or rebooked less than 1 working day prior to scheduled truck or flight departure ex LUX: 75% of airfreight charges (excl. surcharges)

No-Show: 100% of airfreight charges (excl. surcharges)