

Cargolux network, terms and conditions



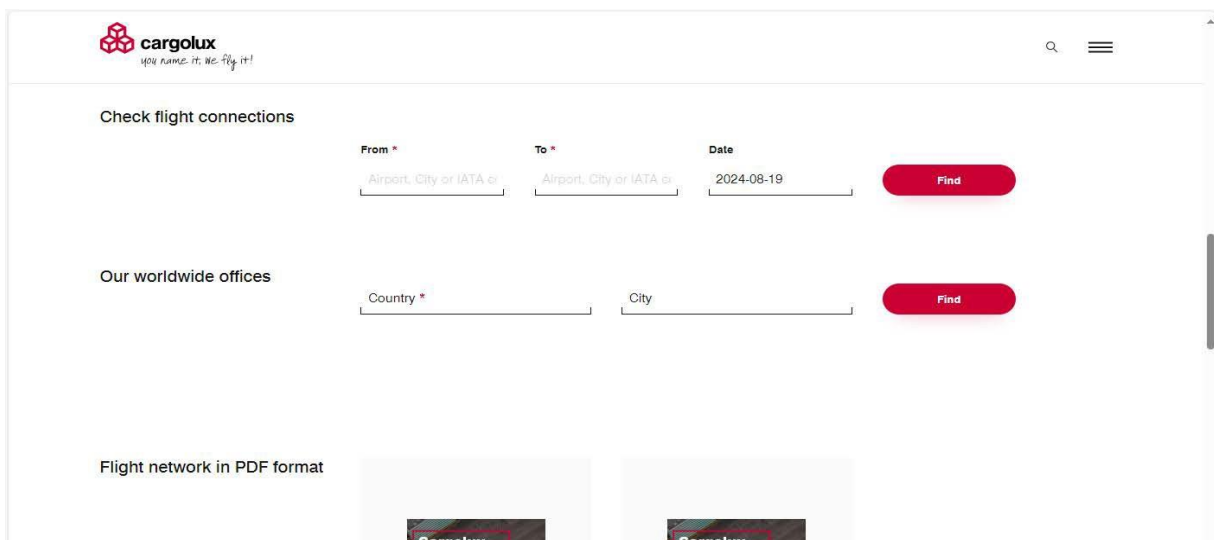
Summer 2026
01 April – 30 September
The Netherlands





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.



The screenshot shows the Cargolux website interface. At the top left is the Cargolux logo and tagline. Below it, there are three main sections:

- Check flight connections:** A search form with three input fields: 'From *' (with a dropdown arrow), 'To *' (with a dropdown arrow), and 'Date' (with the value '2024-08-19'). A red 'Find' button is to the right.
- Our worldwide offices:** A search form with two input fields: 'Country *' and 'City'. A red 'Find' button is to the right.
- Flight network in PDF format:** Two thumbnail images of PDF documents, each with the Cargolux logo.

[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-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 financial administrative matters



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

FUEL SURCHARGE (MY)	based on the CWT
SUSTAINABLE AVIATION FUEL (ZD) - SAF	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)	based on the CWT to and from Asia until further notice
MIDDLE EAST WAR SURCHARGE (XDAA)	based on the CWT to and from Middle East 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 CLASSIC

Minimum chargeable weight 100 kg, but not less than EUR 100



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
Special provisions (A-numbers / ref. DGR regulations)	RA	n/a	EUR 100.00 / AWB
UN3480/UN3551, Class 9, Lithium/Sodium ion batteries, RBI, min. CWT 250 kg	RA	EUR 0.50/kg	EUR 100.00 / AWB
PAX surcharge exempted UN number:			
UN3082, Class 9, Environmentally hazardous substance, liquid, n.o.s.	RA	n/a	EUR 100.00 / AWB
PAX/CAO surcharges exempted UN numbers:			
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

CV POWER	CC*	Surcharges	Fees
Vehicle acceptance check (incl. DGR and RVB/RVF/RVH/RVO check), also valid for CAO / Hybrid / Electric vehicles, for UN3166, Class 9, Vehicle powered by flammable gas or liquid, Hybrid vehicle UN3556, UN3557, UN3558, Class 9 Vehicle powered by a sodium-ion or lithium battery UN3171, Class 9, Vehicle powered by a battery type other than sodium-ion or lithium	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 regardless of purge status



CV pharma

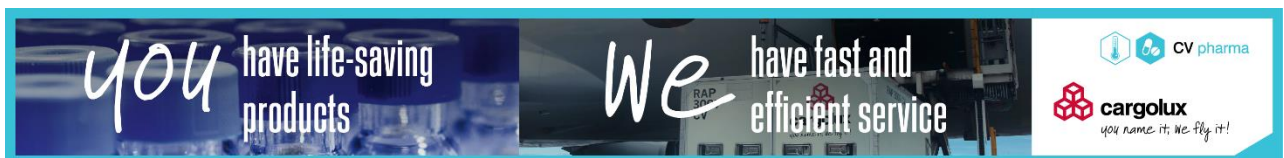
CV PHARMA	CC*	Surcharges	Fees
MIN applicable on CWT 100 kg			
COL 2-8 °C	ZC	EUR 0.35 / kg	EUR 100.00 / AWB ³
FRO (below 0 °C)	ZC	EUR 0.35 / kg	EUR 100.00 / AWB ³
CRT 15-25 °C	ZC	EUR 0.20 / kg	EUR 100.00 / AWB ³
ERT 2-25 °C	ZC	EUR 0.20 / kg	EUR 100.00 / AWB ³
CV pharma investigation report ⁴	ZC	n/a	EUR 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 for Cancellations and No-Shows:

All Terms and Conditions are based on chargeable weight.

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

A shipment is defined as the sum of lots booked on a single flight irrespective of the number of AWBs used.

Any email notice received before 5 p.m. (local time) shall be deemed to be received on that business day; any email notice received after 5 p.m. (local time) is deemed to have been 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.

Shipments between 3000 kg—8000 kg

No-Shows are defined as shipments cancelled fewer than 24h before the scheduled truck or flight departure time, whichever comes first, or shipments that are delivered with less than 50% of the booked chargeable weight.

In the event of a No-Show, Cargolux will charge 100% of the airfreight charges (excl. surcharges)

Shipments >8000 kg

For cancellations and rebookings on shipments exceeding 8000kgs, charges will be applied depending on how much notice is given prior to the first scheduled truck or flight. Please refer to the table below for the applied charges:

Notice Given for Shipment Cancellation or Rebooking	Airfreight Charges Charged ⁸
<4 Working Days	25%
<3 Working Days	50%
<2 Working Days	75%
<24h (No-Show)	100%

⁸Excluding surcharges

CV “Select” shipments >1500 kg

For cancellations and rebookings on “Select” shipments exceeding 1500kgs, charges will be applied depending on how much notice is given prior to the first scheduled truck or flight. Please refer to the table below for the applied charges:

Notice Given for Shipment Cancellation or Rebooking	Airfreight Charges Charged ⁸
<3 Working Days	25%
<2 Working Days	50%
<1 Working Day	75%
No-Show	100%

⁸Excluding surcharges