

Collecting your freight

It is the sender's responsibility to ensure the recipient is aware that the goods are being sent. Where possible BAWC will advise the recipient when their goods have arrived at destination and where to collect them.

Goods must be cleared by the local Customs authorities before they can be collected.

For local information, please contact the **BA World Cargo worldwide office** at destination for more information about importing goods, charges (including storage), payment and delivery arrangements, and acceptable photographic proof of identity.

Once the goods are cleared, go to the import office at the destination station with photographic proof of identity (driving licence or passport, or similar according to local regulations) and details of the goods eg a copy of the air waybill. It is unlikely that BA World Cargo, or its agents, would be able to correctly identify your goods without the number of the air waybill.

Before the goods are released, all charges (including storage charges) must be paid.

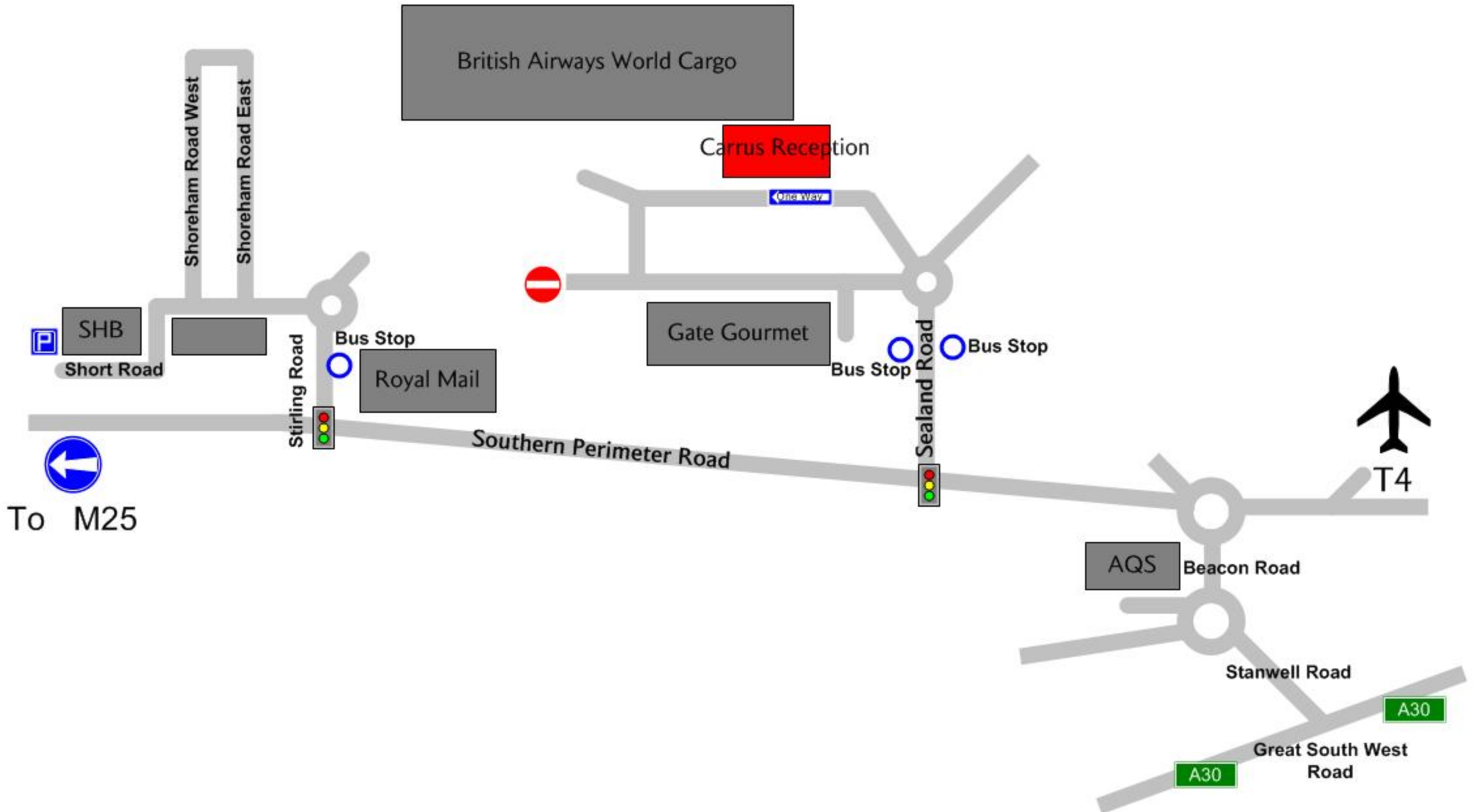
Collecting your freight in the UK

Collect your freight from:

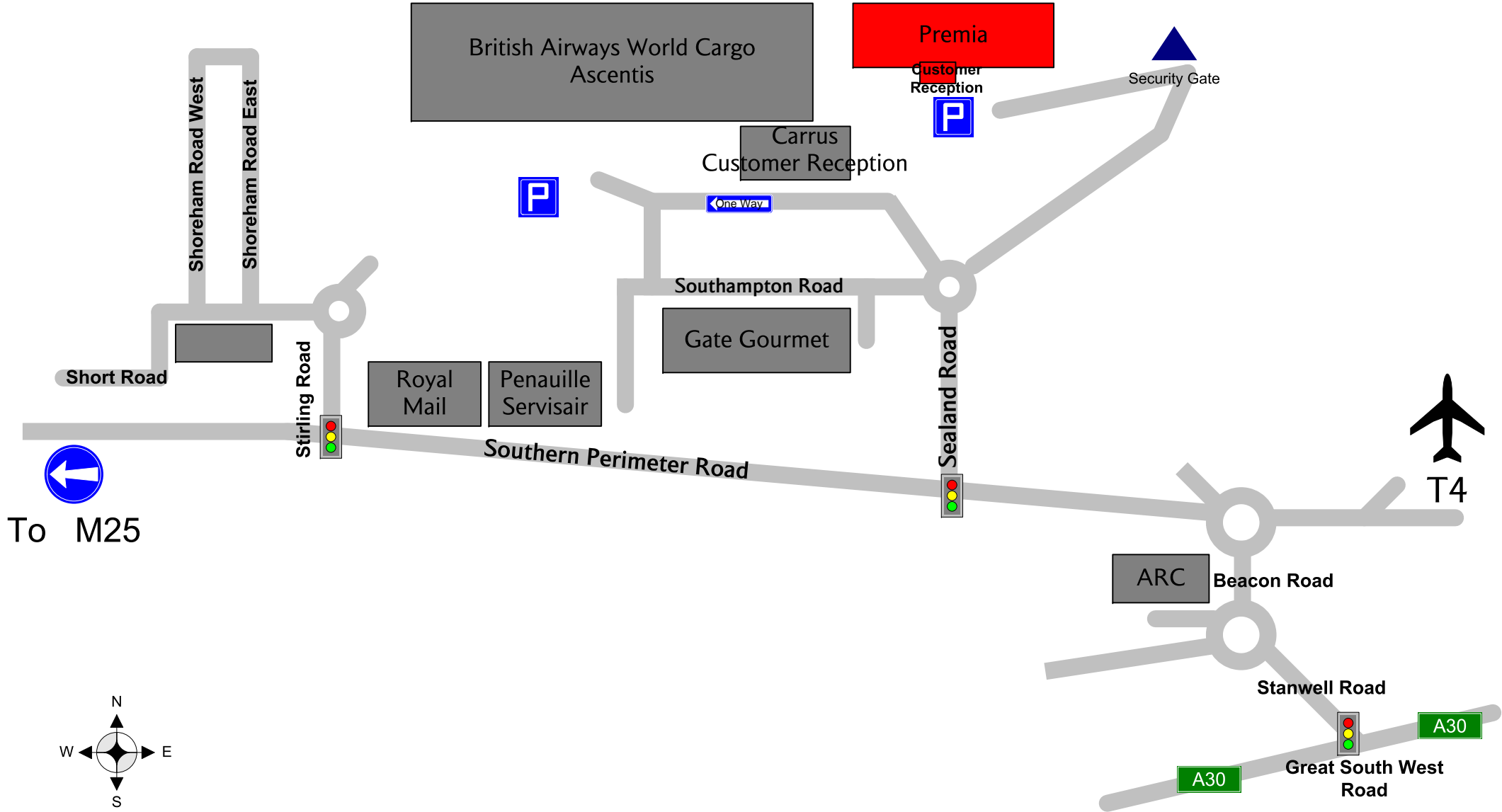
- London Heathrow: the customer reception area at Ascentis (see map) for Perform and Secure freight
- London Heathrow: the customer reception area at Premia (see map) for our specialised products including animals and unaccompanied bags
- London Gatwick: the cargo terminal (see map)
- Manchester: the World Freight Terminal (see map)



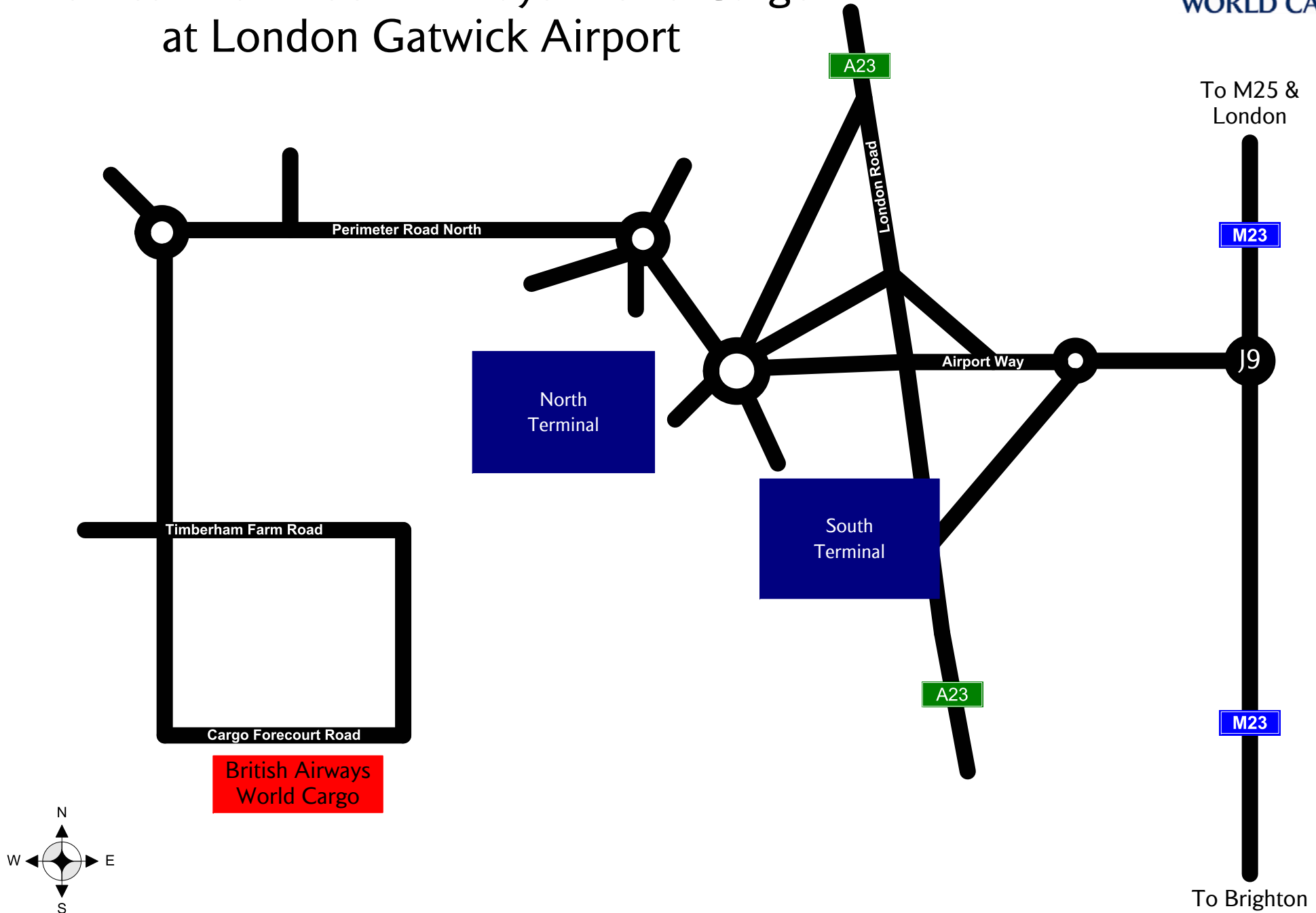
For bus route information use the **Bus Route link** on intranet page.



How to find British Airways World Cargo (Premia) at London Heathrow Airport



How to find British Airways World Cargo at London Gatwick Airport



How to find British Airways Regional Cargo at Manchester Airport

