

## Delivering your freight

Please call the relevant **BA World Cargo worldwide office** to discuss your requirements and to make a booking before taking your goods to the export cargo office. Our helpful and knowledgeable staff will have information about:

- local conditions and any local restrictions and regulations
- how long it will take to process your freight
- whether you need to appoint an agent to make the custom entries for your freight
- charges and payment options at the export cargo office
- **what photographic identity if any, you need to bring**

Before taking the goods to the export cargo office at the origin station

- leave adequate time to complete formalities and transfers
- pack the goods securely, as packaging materials are not provided and
- label the goods clearly with the full name, address and contact details of the recipient at the destination station. This will enable BA World Cargo or its agent to advise when the goods have arrived

At the export cargo office at the origin station:

- your goods are weighed and security screened (X-rayed) and a security certificate issued
- the export charges, will be calculated and payment made (local conditions will apply)
- an air waybill (passenger ticket equivalent) is produced and you will be given a copy of the document

At many locations, BAWC employs a handling agent to accept goods for carriage and accept payment on its behalf.

## Delivering your freight in the UK

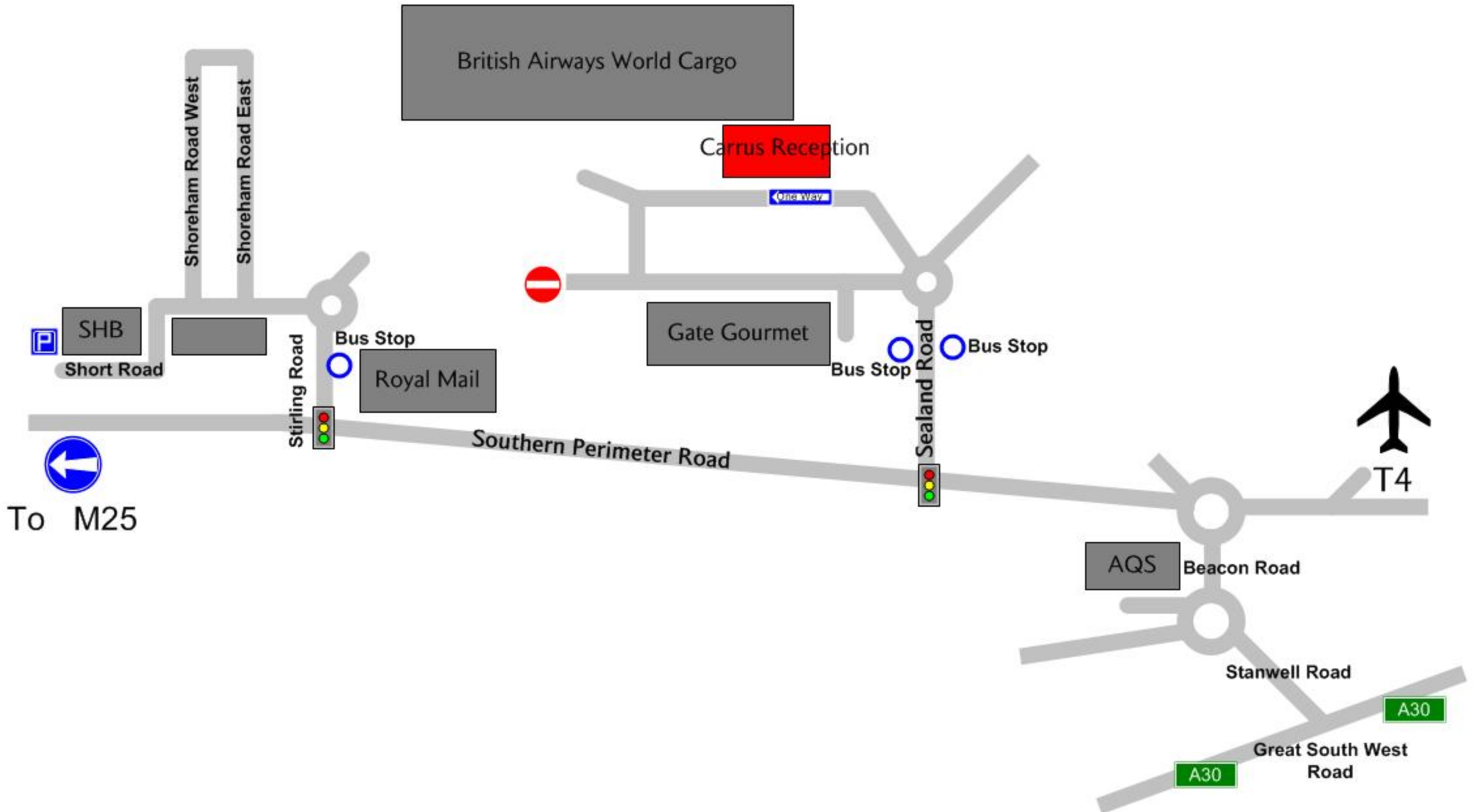
To make your booking, contact the Commercial Call Centre tel 08457 222 777 option 3.

Take your freight to:

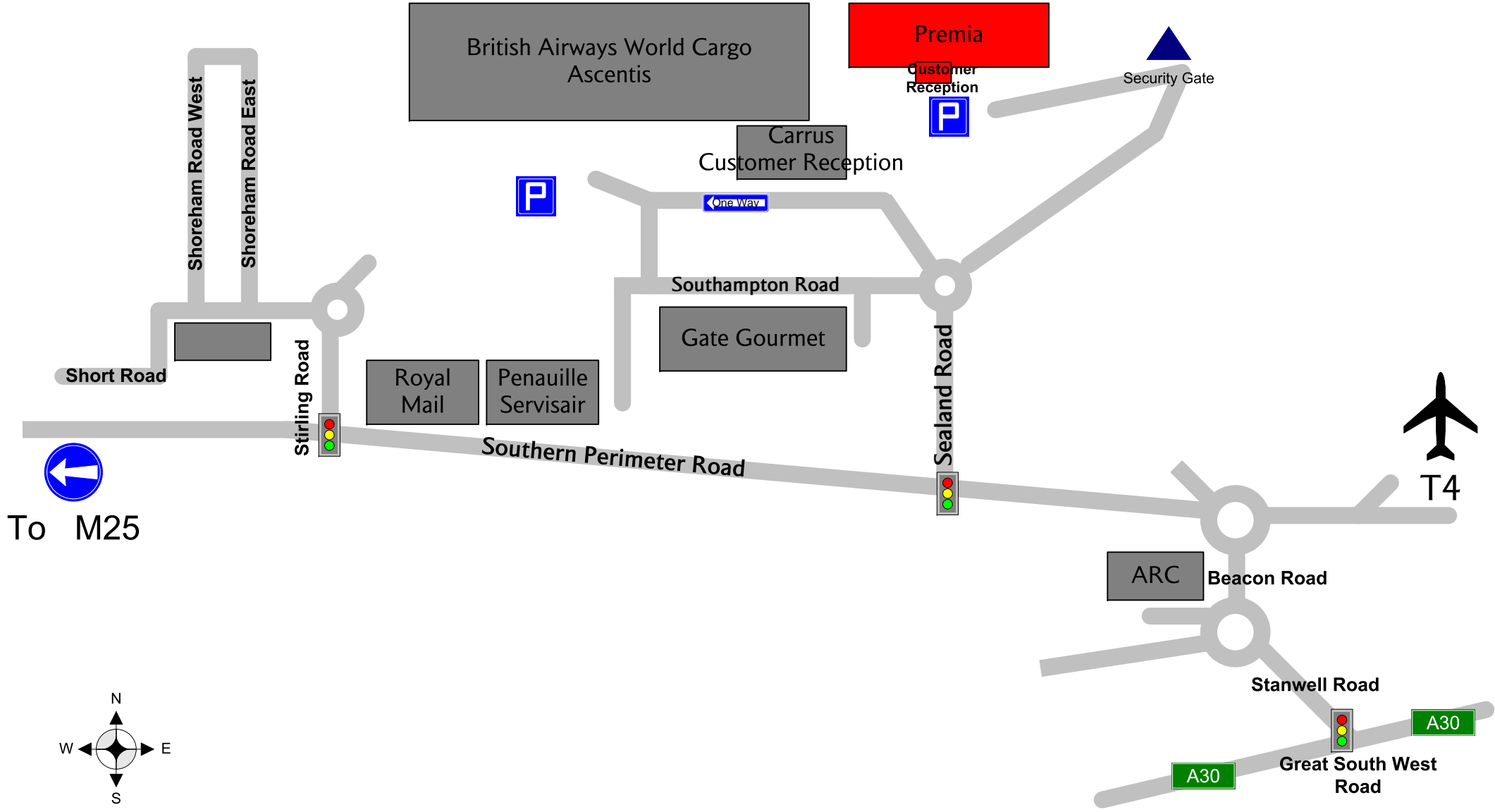
- London Heathrow: the customer reception area at Ascentis (see map) for Perform and Secure freight
- London Heathrow: the customer reception area at Premia (see map) for our specialised products including animals and unaccompanied bags
- London Gatwick: the cargo terminal (see map)
- Manchester: the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



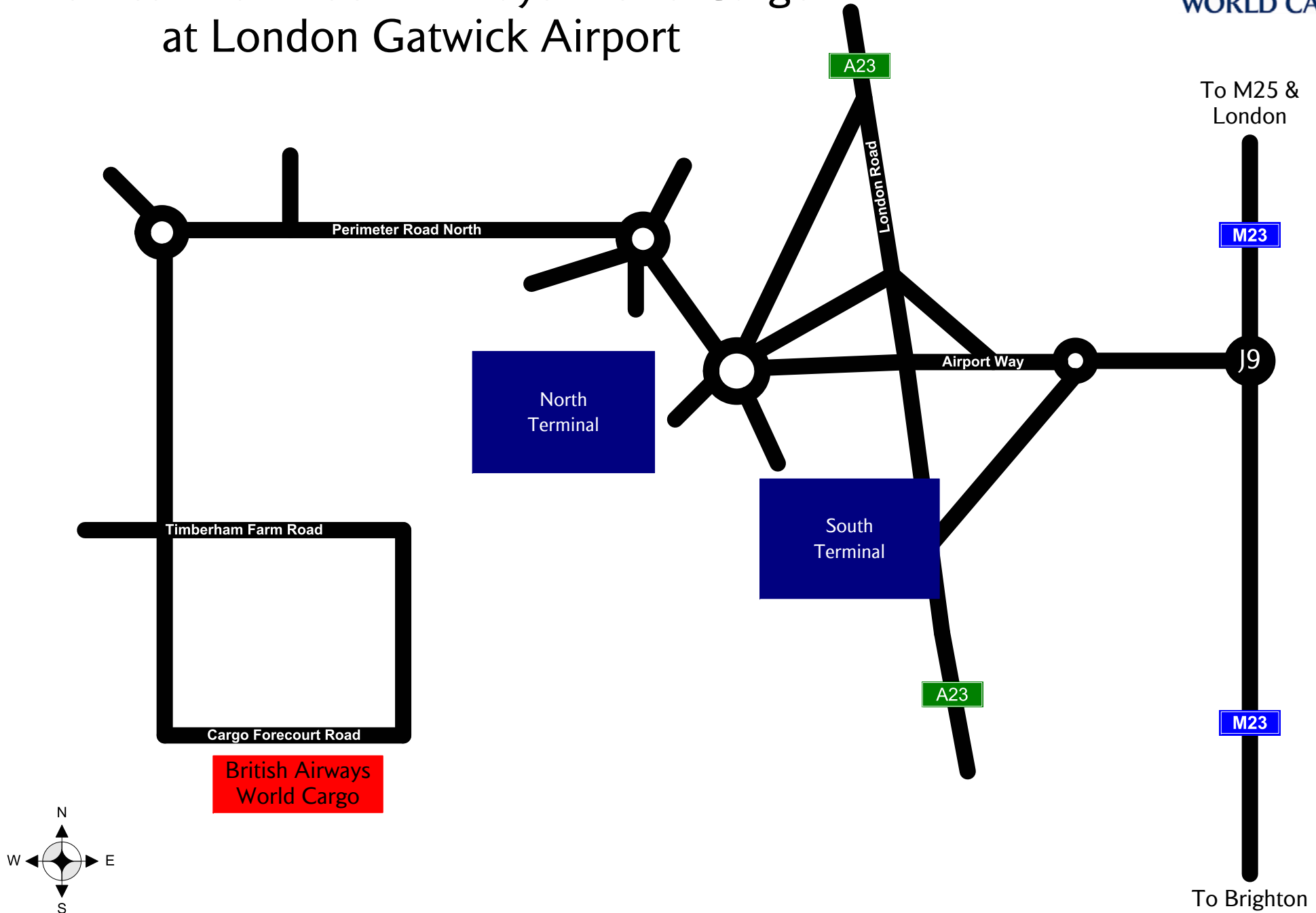
For bus route information use the **Bus Route link** on intranet page.



# 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

