

Cape Town Cycle Tour 2020

kulula.com

Here's how to get your bike on a plane

Transport procedures: Race day 8th March 2020

Attention all pedal fans! As we hurtle towards the starting line of the 2020 Cape Town Cycle Tour, carefully refer to the procedures below to ensure that your bike gets to Cape Town safely and timeously for the race.

Please take note that we have made some changes to our normal process to make things a little easier for you. Please call 0861 KULULA (585852) to book and pay for the transportation of your bike or if you have any questions.

Just a few things you need to know to get your bike to Cape Town and back safely & timeously:

Pre-race:

Book

Call 0861 KULULA (585852) daily between 7am-7pm to pay the bike handling fee.

Bike handling fee one-way

R370 incl. vat per bike, per flight.

Pay

The bike handling fee before your flight departure (credit card payments only).

Once payment has been received, your bike handling fee receipt will be emailed to you and this will serve as proof of payment.

Important info for all riders

How to pack your bike:

To ensure that your bike is delivered in perfect condition, please take special note of the following packing instructions:

- Ensure you do not lock or seal your bike bag or box until you have checked it in so that it can be accessed for security checks prior to acceptance.
- The seat must be fully lowered.
- Turn the handlebars parallel to the frame.
- Leave the front wheel attached.
- Remove or turn the pedals inwards.
- Deflate your tyres (please do not inflate with nitrogen as they will not be accepted for carriage on the flight).
- After the security check, your bike must be placed in a bike bag or box, or wrapped in bubble wrap.

Pre-race:

- A maximum of 20 bikes will be accepted per flight and must be booked via the kulula Contact Centre.
- No bikes will be accepted on the day of travel at the Airport without a prior booking for your bike.
- Customers who fail to pre-book their bikes via the kulula Contact Centre will be referred to BidAir Cargo where the relevant handling fee will be charged.
- Bike handling fee receipts will be sent via email.
- We recommend you take out personal insurance for your bike.

Did you know?

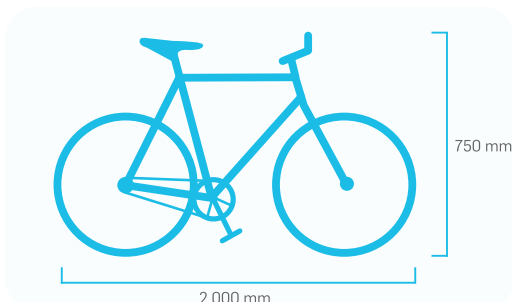
- Under no circumstances will bikes be released to friends or family members.
- Failure to adhere to these procedures will mean your bike will not be permitted for carriage
- Bikes will not be accepted at the Check-in on the day of travel without prior booking via our Contact Centre.

Check-in (bike drop-off):

- All passengers are to proceed to the kulula check-in counters for the normal check-in process, where after all bicycles must be taken to the Oversized Baggage/ "Out-of-Gauge" (OOG) drop-off point. The Check-in agent will provide directions to this area.
- Bikes must be checked-in at least 90 minutes prior to departure. No bikes will be accepted within 45 minutes prior to departure. Please allow sufficient time to avoid any inconvenience at the Airport.
- Bikes will undergo normal security screening processes.
- Please refer to the below maximum dimensions for bike bags/boxes.

Check-in the following:

- Bike inflation pumps filled with division 2.2 Carbon Dioxide non-flammable gas will be accepted for transportation as checked baggage only. The maximum amount per customer is limited to four 16 gram cartridges. Cartridges larger than 16 grams will not be permitted for carriage. Please declare this when checking in for your flight.
- Wheel bags cannot be carried as hand luggage and need to be checked in as checked baggage. The standard checked baggage allowance will apply. Should an extra baggage fee apply, you can either pay **R335 online** (prior to departure) or **R440 at the airport**. Visit kulula.com for details regarding our baggage policy.
- Spare wheels need to be packed properly before check in. **At check-in, the spare wheels will be tagged with a limited release tag that must be signed by you. This is your agreement that Comair does not take responsibility for any loss or damage to your bike whilst in our care.**



Dimensions	Minimum	Maximum
Length	250 mm	2 000 mm
Width	250 mm	800 mm
Height	100 mm	750 mm
Weight	-	20 kg

Any bike that exceeds 20kg will be levied a heavy bag charge at the Airport at R330 per bike. Any bike over 32kg and exceeding the below dimensions will not be accepted and will be referred to BidAir Cargo.

Arrival (collection):

- Upon arrival at your destination please collect all bikes at the Oversized Baggage / "Out-of-Gauge" (OOG) collection point which is situated in the arrivals hall (depending on your airport).
- Please refer to the pick-up and drop-off procedure below.

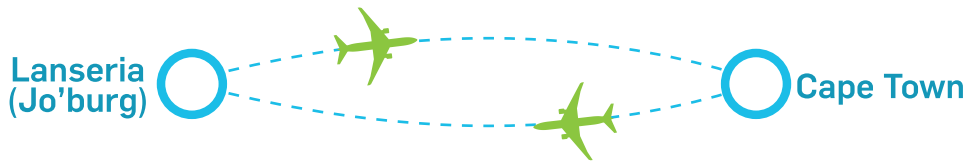
Day of departure (bike drop-off or collection), the following must be produced:

- Flight booking confirmation or reference number,
- Bike handling fee receipt,
- Valid proof of identity (your ID, Passport or driver's license),
- **You will be required to sign a 'limited release tag' which is your agreement that Comair does not take responsibility for any loss or damage to your bike whilst in our care.**

You can carry the following in your hand baggage:

- Speedometers and any other electronic equipment removed from your bike. View our hand luggage allowances on our website.

Should you be flying from East London or George International Airport, please call our Contact Centre on 0861 KULULA (585852) to make arrangements for the transportation of your bike.



Pre-race:

Drop-off procedure at at Lanseria International Airport

When:

Between **02 March - 07 March 2020** (depending on your flight).

Where:

At the Airport check-in desk, then the Oversized Baggage / "Out-of-Gauge" (OOG) drop-off point.

Day of departure (bike drop-off):

Check in at least 90 minutes prior to departure.
No bikes will be accepted within 45 minutes prior to departure.

What to bring along:

At check-in, you must produce your:

- Bike handling fee receipt.
- Confirmation of flight booking.
- Valid ID, Passport or driver's license.

You'll receive a limited release tag when dropping off your bike on the day of departure. Please keep this safe as you will need to present this upon collecting your bike at Cape Town International Airport.

Pre-race:

Collecting procedure at Cape Town International Airport

When:

Between **02 March - 07 March 2020** (depending on your flight).

Day of arrival (collection):

Please allow us 15-45 mins to get your bike safely to the "Out-of-Gauge" (OOG) collection point.

Where:

- Bikes must be collected at the "Out-of-Gauge" (OOG) collection point in Cape Town Domestic arrivals terminal next to carousel 6. Please look out for the demarcated area indicated by drop down banners and manned Comair staff.
- Announcements will be made onboard to remind you to collect your bike/s prior to disembarking the aircraft.
- Comair Limited Lost Property Offices at the airport will assist you with any related queries for British Airways and kulula.com on arrival.

What to bring along:

At bike pick-up, you must produce your:

- Limited release tag which was provided at check-in.
- Bike handling fee receipt.
- Confirmation of flight booking or boarding pass stub.
- Valid ID, Passport or driver's license.



Post-race: Drop-off procedure at Cape Town International Airport

When:

Between **08 March - 14 March 2020** (depending on your flight).

Where:

At the Airport check-in desk, then the OOG (Out-of-Gauge) drop-off point.

Day of departure (bike drop-off):

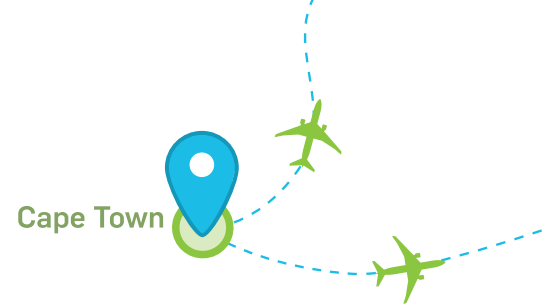
Check in at least 90 minutes prior to departure.
No bikes will be accepted within 45 minutes prior to departure.

What to bring along:

At check-in, you must produce your:

- Bike handling fee receipt.
- Confirmation of flight booking.
- Valid ID, Passport or driver's license.

You'll receive a limited release tag when dropping off your bike on the day of your departure. Please keep this safe as you need to present this upon collecting your bike at Lanseria International Airport.



Post-race: Collection procedure at at Lanseria International Airport

When:

Between **08 March - 14 March 2020** (depending on your flight).

Day of arrival (collection):

Please allow us 15-45 mins to get your bike safely to the "Out-of-Gauge" (OOG) collection point.

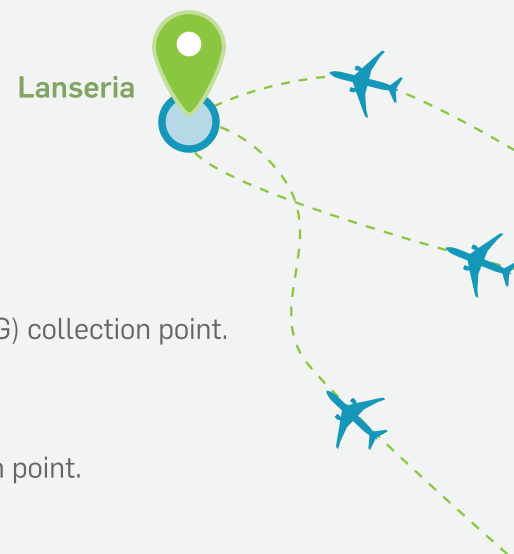
Where:

In the arrivals hall at the Oversized Baggage/ "Out-of-Gauge" (OOG) collection point.

What to bring along:

At bike pick-up, you must produce your:

- Limited release tag which was provided at check-in.
- Bike handling fee receipt.
- Confirmation of flight booking or boarding stub.
- Valid ID, Passport or driver's license.



Please call our Contact Centre should you have any further queries:
kulula Contact Centre 0861 KULULA (585852).

Wishing all our fans the very best!