

# TERMS AND CONDITIONS

## COMPLIMENTARY LUGGAGE PROTECTION SERVICE

- The complimentary luggage protection service (“the service”) is available only at Sandton Gautrain station.
- The service is only available to fare paying customers travelling to OR Tambo International Airport.
- The service is operational between 05h45 and 20h00 daily.
- Only **regular-shaped bags**, as per the O. R. Tambo International Airport luggage rules in accordance with the International Air Transport Association (IATA) guidelines, will be wrapped.
- Bags must have at least one flat surface. Round or irregular-shaped bags, and bags with long straps will not be wrapped. Please refer to images attached for examples of regular and irregular-shaped bags.
- All irregular-shaped bags may be wrapped at OR Tambo International Airport, by the airport’s appointed supplier. Standard rates apply. Please consult ACSA’s rules for details.
- Bags to be wrapped must be packed in line with the Airports Company South Africa’s (ACSA) regulations. Please visit [www.airports.co.za](http://www.airports.co.za) for luggage guidelines.
- Ensure that your bag meets the weight requirement as stipulated by your respective airline.
- ACSA’s terms and conditions at [www.airports.co.za](http://www.airports.co.za), as well as, requirements as per your specific airline are to be adhered to fully when using the service.
- The availability of the service is subject to the availability of the luggage wrapping machine. In the event of the machine being unavailable due to, but not limited to, maintenance requirements, the service will be unavailable. Passengers will be notified by way of a notice displayed at the luggage protection kiosk.
- As a complimentary service we cannot ensure that your luggage will be wrapped timeously. Please allow adequate time to use the service.
- Keep your hand luggage with you at all times.
- Do not leave any luggage, handbags or parcels unattended.
- Report any unauthorised luggage or suspicious looking packages to security or the police.
- Please refer all complaints/ queries/ compliments to Gautrain’s Contact Centre at 0800 428 87246.
- All other standard Gautrain rules must be adhered to at all time and failure to do so may result in penalty fees being applied.
- In so far as the complimentary service is concerned, the Gauteng Provincial Government, Bombela Concession Company, Bombela Operating Company and their respective shareholders, directors, officers, employees, subcontractors, agents and/or affiliates, in whole or in part, shall not be liable, to the extent permissible by law, for any loss, injury and/or damage (including but not limited to consequential or special damages or loss of profits) of whatsoever nature and howsoever arising.
- Gautrain reserves the right to amend, cancel, suspend or terminate the service without prior notice.

