

CAPE ARGUS PICK 'N PAY CYCLE TOUR

The safe and efficient transportation of your bicycle to and from Cape Town is of the utmost importance to British Airways (operated by Comair). As always, we will ensure that your bicycle receives the same high quality service and care that customers have become accustomed to when flying with us.

Cape Argus Pick 'n Pay Cycle Tour bicycle transport procedures – Race Day: 10 March 2013

The procedures below will ensure that your bicycle gets to Cape Town safely. Please ensure you read through the procedures and if you have any questions, please contact British Airways (operated by Comair) on 0860 I FLY BA (0860 4 359 22) or 011 921 0222 and press option 1 to book and pay for your bicycle transportation.

The handling fee for your bicycle will **cost R300 per bicycle, per flight sector.**

The handling fee needs to be paid before your departure date by calling the British Airways Contact Centre on 0860 I FLY BA (0860 4 359 22) or 011 921 0222 and pressing option 1. Proof of payment will be sent to you via email, unless otherwise stated by the Contact Centre Agent.

British Airways Contact Centre operating hours:

Monday to Friday 7am to 7pm,
Saturday 8am to 3:30pm
Sunday 8am-1pm.

Payment will not be accepted on the day of departure at the airports.

Important information for all riders

- In order for us to accept your bicycle you must please produce your booking reference number and proof of handling fee payment.
- We recommend that you place your bicycle on your private insurance.
- Ensure you have your flight reference number, bicycle handling fee proof of payment and your ID book with you.
- When bicycles are collected after the race from the applicable area, please note they will not be released to family members or friends as they will not be in possession of the handling fee document and your ID.

- We will make every effort to have your bicycle in Cape Town before you, or on the same flight as you, but this is not always possible due to the amount of bicycles transported and the space restrictions on our aircraft.
- Due to the large volume of bicycles we need to get back to the various destinations, your bicycle might not be on the same flight back as you so please allow 2-3 days for us to get your bicycle home. Please call the relevant station to ensure your bicycle is there before you go collect it.

How to pack your bicycle

- In order to ensure your bike is delivered in perfect condition, please take special note of the following packing procedures:
 - The seat must be put down.
 - The handlebars must be turned parallel to the frame.
 - Leave the front wheel attached.
 - Pedals must be removed or turned inwards.
 - Deflate your tyres (please do not pump with nitrogen as they will not be accepted for carriage on the flight).
- Your bicycle must be placed in a bike bag or box, or wrapped in bubble wrap.
- Bicycle 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 passenger is limited to four 16 grams cartridges. Cartridges larger than 16 grams will not be permitted for carriage.
- Remove any speedometers or any electronic equipment and carry that with you in your hand luggage.
- Wheel-bags can't be carried as hand luggage, they must be checked in.
- Spare wheels need to be packed properly before check in.
- At check in, the spare wheels will be tagged with a limited release tag.

CAPE TOWN INTERNATIONAL AIRPORT

COLLECTION PROCEDURE

- Please keep your Limited Release Tag, as you will be required to show this when collecting your bicycle.
- On arrival in Cape Town you can collect your bicycle from the Multi-storey Parking 1. For maps and directions, please contact the British Airways Contact Centre on 0860 I FLY BA (0860 4 359 22).
- **Office hours for collection:**
Monday - Wednesday: 04h30 - 20h00
Thursday - Friday: 04h30 - 22h30
Saturday: 04h30 - 20h00
Sunday: 04h30 - 22h30
- **Dates: 1 - 9 March 2013**
- Contact number: 021 936 2945 or 060 446 6098 (Not for reservation enquiries, only delivery/collection queries)

DROP OFF PROCEDURE

- Prior to your departure from Cape Town, deliver your bicycle to the Multi-storey Parking 1. For maps and directions, please contact the British Airways Contact Centre on 0860 I FLY BA (0860 4 359 22).
- **Delivery hours:**
Sunday - Thursday: 04h30 - 20h00
Friday (15 March 2013): 04h30 - 12h00
- **Delivery Dates: 10 - 15 March 2013 until 12h00**
- Contact number: 021 936 2945 or 060 446 6098 (Not for reservation enquiries, only delivery/collection queries)
- You must be in possession of your bicycle handling fee proof of payment, ticket/E-Ticket receipt and ID before your bicycle will be accepted and to complete a Limited Release Tag.
- Although every effort is made to have your bicycle on the same flight as you, this may not always be possible due to the fact that we may only load a limited number of bicycles per aircraft.

O.R. TAMBO INTERNATIONAL AIRPORT

DROP OFF PROCEDURE

- If you are travelling during 1 - 9 March 2013, you are required to take your bicycle to Domestic Cargo, BIDAir Cargo Warehouse 5 from 1 week but not less than 3 days prior to race. Clear signage will be visible to Warehouse 5.
- For maps and directions, please contact the British Airways Contact Centre on 0860 I FLY BA (0860 4 359 22) or 011 921 0222.
- Although every effort is made to have your bicycle on the same flight as you, this may not always be possible due to the fact that we may only load a limited number of bicycles per aircraft.
- If you are connecting from an International flight your bike will be accepted at check-in, but will not be on the same flight as you will be travelling on.
- You must be in possession of your bicycle handling fee proof of payment, ticket/E-Ticket receipt and ID before your bicycle will be accepted and to complete a Limited Release Tag.

- **Delivery hours:**
Mondays – Fridays: 06h00 -20h00
Saturdays – Sundays: 08h00 - 17h00
- **Delivery dates: 1 - 9 March 2013 until 10h00**
- Contact number: 071 932 6344 or 083 774 0955 (Not for reservation enquiries, only delivery/collection queries)
- Please ensure that you obtain a Limited Release Tag and complete all necessary documentation to enable us to return your bicycle as securely as possible. This tag indemnifies British Airways (operated by Comair) from any claims made against the airline in the unlikely event of something happening to your bicycle. We recommend you place your bicycle on your private insurance.
- Although every effort is made to have your bicycle on the same flight as you, this may not always be possible due to the fact that we may only load a limited number of bicycles per aircraft.

COLLECTION PROCEDURE

- Please allow us 2 - 3 days to get bicycles returned from Cape Town before collection. We recommend that you contact us on the British Airways (operated by Comair) contact numbers below, before you collect your bicycle. You will also need to bring your ID book with for collection.
- A Limited Release Tag is needed when collecting your bicycle from BIDAir Cargo. The only bikes going to the terminals will be the customers' transferring or connecting on an International flight.
- Please collect your bike within 1 week of arrival to avoid being charged a storage fee. Only customer's with a Limited Release Tag (receipt) may collect their bike from British Airways (operated by Comair). Bikes cannot be collected by friends or family.
- **Office hours for collection:**
Mondays - Fridays: 06h00 - 20h00
Saturdays - Sundays: 08h00 - 17h00
- Contact number: 071 692 6344 or 083 774 0955 (Not for reservation enquiries, only delivery/collection queries)
- British Airways Lost Property Offices: 011 971 8205/09

KING SHAKA INTERNATIONAL AIRPORT

DROP OFF PROCEDURE

- You are required to take your bicycle to BIDAir Cargo, situated at the WFS Cargo Terminal, Door 1. For maps and directions, please contact the British Airways Contact Centre on 0860 1 FLY BA (0860 4 359 22).
- You must be in possession of your bicycle handling fee proof of payment, ticket/E-Ticket receipt and ID before your bicycle will be accepted and to complete a Limited Release Tag.
- **Delivery hours:**
Mondays - Fridays: 05h00 - 22h00
Saturday - Sunday: 06h00-18h00
- **Delivery dates: 1 - 9 March 2013 until 10h00**
- Contact numbers: 032 815 2311/13/16 (Not for reservation enquiries, only delivery/collection queries)
- Please ensure that you obtain a Limited Release Tag and complete all necessary documentation to enable us to return your bicycle as securely as possible. This tag indemnifies British Airways (operated by Comair) from any claims made against the airline in the unlikely event of something happening to your bicycle. We recommend you place the bicycle on your private insurance.

- Although every effort is made to have your bicycle on the same flight as you, this may not always be possible due to the fact that we may only load a limited number of bicycles per aircraft.

COLLECTION PROCEDURE

- Keep your receipt from your Limited Release Tag. Please allow 2 - 3 days to get your bicycle back from Cape Town before collection at King Shaka International Airport. You will also need to bring your ID book with for collection.
Your bike can be collected from BIDAir Cargo at WFS Cargo Terminal, Door 1.
- Please collect your bike within 1 week of arrival to avoid being charged a storage fee. Only customer's with a Limited Release Tag (receipt) may collect their bike from British Airways (operated by Comair). Bikes cannot be collected by friends or family.
- We recommend that you phone us prior to collecting your bicycle from BIDAir Cargo at WFS Cargo Terminal, Door 1.
- **Office hours for collection:**
Mondays - Fridays: 05h00 - 22h00
Saturday - Sunday: 06h00-18h00
- Contact number: 032 815 2316/11/13 (Not for reservation enquiries, only delivery/collection queries)

PORT ELIZABETH INTERNATIONAL AIRPORT

DROP OFF PROCEDURE

- If you are travelling between 1 - 9 March 2013, you need to deliver your bicycle at least 7 days prior to your flight and no later than 3 days beforehand at the British Airways Baggage Enquiries office in the Domestic Arrivals Terminal.
- You must be in possession of your bicycle handling fee proof of payment, ticket/E-Ticket receipt and ID before your bicycle will be accepted and to complete a Limited Release Tag.
- **Delivery hours:**
Mondays – Fridays: 08h00-18h30
Saturdays: 08h00-16h00
Sundays: 08h00-16h30
- **Delivery dates: 1- 9 March 2013 until 10h00**
- Contact Number: 041 508 8001 (Not for reservation enquiries, only delivery /collection queries)

COLLECTION PROCEDURE

- Please allow 2 - 3 days to get your bike back from Cape Town. Please give us a call on the number below before collecting your bike from the British Airways Baggage Enquiries office at Port Elizabeth Airport. Once you have flown home, a Limited Release Tag as well as your ID book is needed when collecting your bicycle.
- Please collect your bike within 1 week of arrival to avoid being charged a storage fee. Only customer's with a Limited Release Tag (receipt) may collect their bike from British Airways (operated by Comair). Bikes cannot be collected by friends or family.
- **Office hours for collection:**
Mondays – Fridays: 08h00 - 18h30
Saturdays: 08h00 - 16h00
Sundays: 08h00 - 18h30
- Contact number: 041 508 8001 (Not for reservation enquiries, only delivery/collection queries)

Below is a useful list of contact numbers, should you have any further queries:

British Airways Contact Centre	+27 11 9210222 or 0860 I FLY BA (0860 4 359 22)
British Airways Cape Town	+27 21 936 9005/6 or 079 360 6240
British Airways Durban	+27 32 436 6670
British Airways Johannesburg	+27 11 971 8205/9
British Airways Port Elizabeth	+27 41 508 8001

We wish all our customers competing in the tour, the very best!