

Information for customers of Skyport

Taking over and handing over of shipments after opening hours of Customer service department

Dear customers:

Our company is doing its best in improving our customer services. We would like to inform you about possible taking over or handing over of your shipments out of opening hours of our Customer service department.

Standard opening hours:

Monday – Friday from 7:00 a.m. to 7:00 p.m.

Saturday from 7:00 a.m. to 2:00 p.m.

Notice:

- 1) Cargo Terminal is closed after standard opening hours so you should take into account waiting time for security guard who will come to open the door.
- 2) In case you want to utilize our offer out of standard opening hours you will be charged 100% additional fee to our fees – See List of other charges.

Export of shipments:

- Please get your data ready in advance: i.e. number of pieces, total weight, size, number of AWB, carrier, flight number, full address of the sender and Identification number.
- You are kindly asked to contact our Department for taking over of shipments during standard opening hours to phone number 22011 3395 and agree with the staff your estimated time of arrival to the airport and handing over of your shipment to our Cargo Terminal building.

Import of shipments:

- Please get your data ready in advance: i.e. number of AWB, carrier, flight number, full address of the Recipient, Identification number, size and weight.
- During standard opening hours please contact our Department for import on phone number 22011 3362-3 and agree with the staff your requirement and estimated time of taking over of your shipment from our Cargo Terminal building.
- If you are our customer who is being invoiced by our company, this shipment will be included into next invoice.
- If you are not the customer who is being invoiced from our party, you will be asked to pay the fees in cash.
- In no case it is possible to pay by credit card.

Prague March 31, 2009

Ing. Ladislav Klimeš

Sales director for the Czech Republic