

## **Guideline Document: Acceptable Check-In Baggage for Departing Passengers out of O.R. Tambo International Airport**

**27 March 2019**

In order to increase operational efficiency and on-time performance for luggage processing, O.R. Tambo International Airport has embarked on an awareness campaign through a soft launch to enable departing passengers to comply with acceptable baggage restrictions.

Round bags, bags with long hanging straps and those without flat surfaces are the largest sources of jams in the baggage handling system, causing shut downs, delays and inconvenience to passengers and airlines.

Global best practice indicates that large international airports are increasingly adopting acceptable baggage standards.

### **THE ACCEPTABLE BAGGAGE RULES ARE:**

1. Only regular-shaped bags will be allowed at check-in counters.
2. Bags must have at least one flat surface to be accepted.
3. Bags with long hanging straps will not be accepted for check-in. Passengers will be requested to secure or remove straps before checking in.
4. Round bags will not be allowed at check-in counters.

### **TO COMPLY:**

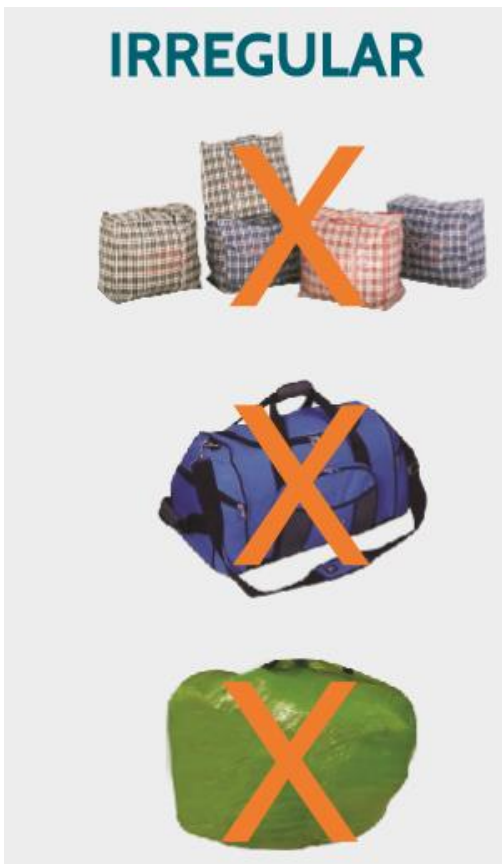
1. Passengers can visit a baggage-wrapping station at O.R Tambo International Airport to wrap their bags at a standard cost of R90 per bag.
2. The cost of wrapping an irregular bag is no different from the normal cost of wrapping a regularly-shaped bag.
3. Should a passenger's bag require the insertion of a flat surface base there will be no additional cost, the cost remain at R90.

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Administrator Office, Kempton Park, Gauteng, South Africa, 1627  
Private Bag X1, O.R. Tambo International Airport, Kempton Park, Gauteng, South Africa, 1627  
[www.airports.co.za](http://www.airports.co.za)

4. All costs required to make an irregular bag compliant to the requirements will be for the passenger's account.

**Note: This rule only applies to passengers departing out of O.R. Tambo International Airport.  
The normal rules for hand luggage are still applicable.**

Please see below examples of acceptable and unacceptable bags. Visit [www.airports.co.za](http://www.airports.co.za) for more information.



For enquiries kindly contact:

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