

Packing correctly can save you time (and money) at the airport. Here are the basic rules to follow, plus some further tips.

New baggage rules have been introduced to help improve baggage services for all passengers at DXB. Bags must have at least one flat surface.

If you want to carry liquids, aerosols or gels in your hand baggage, here's what you need to know:

- Items should be packed inside one clear, re-sealable plastic bag, within your hand baggage.
- Each item can't be more than 100ml and the total can't exceed one litre.
- Exemptions will be made for medication, baby milk/foods and special dietary requirements to be used during your trip.

Generally two pieces of baggage are allowed for international travel, with the total weight not exceeding 32kg. However this may vary by airline and fare type. Check with your airline before you fly.

Baggage larger than 90cm long, 75cm high and 60cm wide, or that does not have a single flat surface, will need to be checked in at the oversized baggage counter. Please allow extra time to check-in oversize baggage.

Excess baggage must be repacked. Excess baggage fees typically apply.

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Given recent changes to policy, in cases of highly suspicious packed goods, the General Department of Airport Security (GDAS) now has the authority to open bags in order to identify and remove these items without the passenger present and that any associated damage is not the liability of GDAS.

General tips

Pack personal belongings in your hand luggage.

Keep a laptop where it can be easily reached: you'll need to place it in a separate security tray at the security scan.

Always remove old baggage tags. They may cause the baggage system to reject the bag they're attached to.

Avoid using cardboard boxes. They need to be processed manually, which takes longer. And they're not as durable. Don't forget travel insurance.

MEDIA RELEASE

NEW RULES AT O. R. TAMBO INTERNATIONAL AIRPORT FOR BAGS OF IRREGULAR SHAPE

KEMPTON PARK, 25 March 2019 – New rules for checking in bags of irregular shape and size will be applied at O. R. Tambo International Airport from today (25 March 2019).

The new rules are aimed at preventing blockages and breakdowns in the baggage handling system caused by bags that do not have any flat surfaces or that have long straps or grips as per the International Air Transport Association (IATA) guidelines.

Bags that are round or do not have a flat surface of any kind are the largest source of jams in the baggage handling system. These jams can shut down sections of the baggage handling system, delay baggage delivery to aircraft and inconvenience passengers and airlines.

Airport management has been contemplating these new rules since early 2018 and has now decided to adopt baggage conditions similar to those applied at other international airports. Terminal 1 at Dubai International Airport recently instituted the same kind of baggage rules that will now be applied at O. R. Tambo International Airport.

The new rules have been agreed to after extensive consultations with the Airline Operators Committee (AOC) and other bodies representing airlines.

The new baggage rules are:

1. Only regular-shaped bags will be allowed at check-in counters;
2. This means that the bags must have at least one flat surface to be accepted on the check-in system;
3. Round or irregular-shaped bags will not be allowed at check-in counters; and
4. Bags with long straps will not be allowed at check-in counters.

Passengers trying to check in bags that do not conform to these rules will be offered the option of having their baggage wrapped with one flat side at airport approved baggage wrapping stations.

“We very much appreciate that these new baggage rules will potentially create inconvenience or additional cost for some passengers, so this is not a step we have taken lightly,” says Kris Reddy, Assistant General Manager: Operations Services.

“However, a small proportion of irregular bags that cause breakdowns in the baggage handling system creates far greater inconvenience for the majority of passengers. We have investigated this matter over about a year and considered a variety of alternatives.

“It is our view, and airlines and other stakeholders now agree, that changing rules for irregular bags will improve the overall level of service to all passengers,” he says.

ENDS

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- Cape Town International Airport achieved third place in Best Airport by Region;
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- Upington International Airport joined the 2016 Director’s Roll of Excellence for being ranked in the top five airports for its category, size and region from 2006 to 2015.

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