

Baggage Information

Safe and Sound procedures for maximum travel comfort



Baggage Allowance

Enrich Gold

Passengers who are part of our Enrich Gold Frequent Flyer Programme are entitled to an extra 50% baggage allowance over and above their regular baggage allowance.

Example:

First Class - 60 kg

Golden Club Class - 45 kg

Economy Class - 30 kg

If you are part of our Enrich Gold Frequent Flyer Membership programme, you will be entitled to a baggage allowance of additional 50% over and above your class of travel. When checking in, kindly present your Enrich Gold Card to benefit from the extra 50% baggage allowance.

Baggage Allowance

Exceptions to and from North America (Canada/US/Mexico) Piece System

Piece System

Two (2) pieces of baggage (measured together) of which the sum of the greatest outside linear dimensions does not exceed 107 inches (269cms), provided the sum of the outside linear dimensions of each bag does not exceed 62 inches (158cms), and that the weight of each does not exceed 70lbs (32kgs).

Baggage Check-In

When you check-in, you may be asked some questions about your baggage:

- Did you pack your own bags?
- Are you aware of all the contents of your baggage?

Has your baggage been left unattended or out of your sight since you packed it?

We recommend you take anything you may need on the flight with you, including medication and keys. All medication should have a professional pharmaceutical label on the container if you are transporting medication in your carry-on luggage. If you require a medical syringe, you must have the needle guard intact.

All checked baggage must have your name, address and telephone number or email on the outside of the bag. You are strongly encouraged to put your name and address on the inside of the bag as well should the outside tag be separated from the bag. Malaysia Airlines may refuse baggage at check-in unless it is labelled.

Excess Value Declarations and Charges

You may declare a value for your checked baggage in excess of the applicable liability limit. If you make such a declaration, you must pay additional charges in accordance with our regulations.

Our maximum liability for damaged or missing baggage under the Warsaw Convention is \$20.00 US per kilogram. Malaysia Airlines will not accept liability for valuables, fragile or perishable articles including money, jewellery, cameras, video and electronics equipment, silverware, negotiable instruments, business documents, samples, antiques, paintings, furs, manuscripts or similar items, computers and medication.

Dangerous Goods

International Air Transport Association (IATA) defines Dangerous Goods as articles or substances that are capable of posing a risk to health, safety, property, or the environment when they are transported. As a general rule, passengers are not permitted to transport dangerous goods on board an aircraft in their carry-on or checked baggage.

Your check-in baggage must not contain hazardous materials, including explosives, compressed gasses, flammable liquids and solids, oxidizers, poisons, corrosive and radioactive materials.



In addition to your carry-on baggage, the following articles can be carried in the cabin:

- a handbag, pocket book or purse
- an overcoat, wrap or blanket
- a walking stick
- a small camera or a pair of binoculars
- a reasonable amount of reading material for the flight
- an infant carry cot
- crutches and/or braces/prosthetic devices, which the passenger is dependent on.

Hand Baggage Information

In addition to your carry-on baggage, the following articles can be carried in the cabin:

- a handbag, pocket book or purse
- an overcoat, wrap or blanket
- a walking stick
- a small camera or a pair of binoculars
- a reasonable amount of reading material for the flight
- an infant carry cot
- crutches and/or braces/prosthetic devices, which the passenger is dependent on.

Malaysia Airlines subscribes to baggage security guidelines recommended by the International Transport Association (IATA) and its member airlines. It is the responsibility of all airlines to inform passengers of the importance of these guidelines.

This is why Malaysia Airlines has placed great importance on the control of carry-on baggage. Keeping an eye on the number and size of bags allowed on board means that our passengers will enjoy the comfort of a well-kept cabin, free of any inconvenience and hazards, because:

- There is ample storage space for all passengers' hand baggage.
- Movement into and out of seats is easier.
- Departure and arrival will be on time as there is improved passenger boarding and disembarkation.
- Cabin crew service along the aisle is smoother.
- Transfers between flights are faster.
- Emergency evacuation becomes easier.

For your own safety and comfort, please note that each Economy Class Passenger is allowed only one-piece hand baggage, which should not exceed these dimensions:

Max. Weight =

5 kg (11 lbs)

Max. linear dimensions (must not exceed)

115 cubic cm (56cm x 36cm x 23cm) or 45 cubic inches (22" x 14" x 9")

Plus

One small personal article such as laptop, briefcase, purse etc.

Each passenger is allowed only one piece of hand baggage conforming to the size and weight mentioned above. Hand baggage exceeding the above dimensions or the number allowed, must be checked in.

First and Golden Club Class passengers are allowed an additional piece hand baggage of the same dimension.

The cabin baggage size is an IATA (International Air Transport Association) guideline that is enforced by airport authorities and operating airlines and are applied at all Malaysian airports.

Carry-on baggage must be stowed underneath the seat in front of the passenger or in the overhead compartment. Please note that security items such as knives, nail clippers, blades, or any sharp and/or pointed objects must be removed from carry-on baggage and packed in checked baggage. You must be able to activate any electronic devices (e.g. CD players, laptops, video cameras) at the security checkpoint. If you are unable to do so, you must pack these items in your checked baggage.

Electrical devices

Prior departure, you will be allowed to use your Portable Electronic Device (PED) including cellular telephones up to the time when all the aircraft doors are closed.

After landing, you are permitted to use your Portable Electronic Device (PED) after any one of the aircraft doors are opened.

However, to prevent fire hazards, all electronic devices are to be switched off during refueling operations.

Please note that if you are travelling with electronic items as part of your carry-on luggage, you will be expected to demonstrate that the device is operational at security. If you do not have a power source for your electronic item, please ensure you pack your electronic item as checked luggage.

Examples of items permitted in carry-on baggage include

- Electronic equipment such as cell phones, portable music players, laptops
- Nail clippers, non-metallic nail files
- Disposable razors, razor blade cartridges

- Syringes or needles for personal medical use with needle guard in place. These have to be accompanied by the medication in its original labelled container
- Walking canes and Umbrellas

Examples of items not permitted beyond the screening checkpoints

- All knives, cutting and puncturing instruments including box cutters, ice picks, straight razors, metal scissors, metal nail files and corkscrews
 - Any sharp and/or pointed objects
 - Weapons including handguns, rifles, ammunition, gun powder, pepper spray, bear spray, mace, tear gas, replica or toy weapons
 - Aerosol spray cans including hair spray, deodorant, insect repellent, or butane fuel
 - Balloons filled with helium gas
 - Flammable liquids or solids including fuel, paint, paint thinner, lighter fluid
 - Sporting equipment such as: golf clubs, lacrosse sticks, hockey sticks, ski poles, squash/tennis racquets, ice skates, baseball / softball bats, pool cues
- Any other hazardous item as defined and regulated by law including explosives, fireworks, radioactive materials, poisons, infectious substances

For Your Convenience

Before proceeding to the departure area, please check and ensure that your hand baggage quantity, weight and dimensions meet the recommended guidelines.

The airport authorities has placed hand baggage test kits at check-in counters and at the entrance to departure halls. Please use these kits to ensure that your hand baggage size conforms to the stated measurements.

If your hand baggage does not conform to the size specified, the airport authorities or airline personnel will disallow entry into the departure area. You will then have to return to the check-in counter.

Should you need further assistance, please consult our airline passenger handling staff or your travel agent.

Carriage of Domestic Pets

The carriage of domestic pets in the aircraft cabin is not permitted. Domestic pets may however be uplifted in the cargo holds on the same flight as special excess baggage, subject to certain conditions.

Pets in the Baggage Compartment

Live animals classified as pets such as cats, dogs and fishes may be accepted as accompanied baggage at check-in provided.

- Individual countries health and governmental regulations are complied
- Customs import/export permits for carriage may be required
- Veterinarian Health Certificate for the animals may be required
- The accepted animals are stowed in aircraft holds
- Excess baggage is charged over the weight of the animal and its container/cage is excluded from the free baggage allowance
- The instruction for feeding and watering must be given in writing at the time of acceptance

Reservations are required to be made with a Malaysia Airlines Reservations Agency.

The container or kennel used for the animals must satisfy the following conditions:

- Constructed and be able to withstand other freight damaging it or causing the structure to buckle or bend
- Adequately ventilated on at least three sides, with the majority of the ventilation being provided on the upper part of the container
- The ventilation openings must be small enough or covered with mesh in order to prevent escape or any part of the animal protruding with the resultant danger of injury
- It must allow the animal to stand, turn and lie down in a natural manner
- Separate food and water troughs must be provided, either fixed inside the container or attached to it so that they are accessible for replenishment purposes
- It must be clean and leak-proof
- Have layers of absorbent materials on its floor to prevent soilage and damage to aircraft floor
- It must be easy for staff to handle and provide the handlers protection from being clawed or bitten by the animal.

Musical Instrument

Malaysia Airlines is pleased to accept musical instruments (both electrical and non-electrical) for carriage as checked baggage. The musical instrument and container is subject to the applicable oversized baggage charge. It must be securely packed. Small musical instruments may be allowed as carry-on baggage, even if the item may not fit into the baggage-sizing unit due to its irregular shape.

Sporting Equipment

All sporting equipment must be properly packaged in protective bags or wrap.

Archery Equipment

Archery equipment is accepted as part of a customer's free baggage allowance. Archery equipment is defined as one or a combination of the following:

- one bow
- one quiver containing arrows
- a maintenance kit

The items must be encased in a container of sufficient strength to protect the items from damage. Cases containing more than the above listed items will be assessed an excess baggage charge.

Bicycles

Non-motorised touring or racing bicycles with single seats for carriage are accepted as checked baggage with certain limitations.

Any bicycle presented for carriage must be packaged in one of the following ways:

- Handlebars are fixed sideways and pedals removed and enclosed in a cardboard container
- Pedals and handlebars encased in plastic, styrofoam, or other similar material

Any bicycle presented in a box with overall dimensions not exceeding 62" and checked in lieu of one bag is accepted. In addition, 2 baggage systems with 2 conditions each, will apply accordingly:

1. Weight System for passengers travelling between Europe & Asia

Bicycle will be accepted as free checked baggage provided that handlebars are fixed sideways and the pedals are removed. It will be treated as any other piece of baggage, subject to excess baggage charge if weight exceeds free baggage allowance.

2. Piece System for passengers travelling across the Atlantic or Pacific

Bicycle will be accepted as 2 pieces of free baggage at 32kgs each. It will be treated as any other piece of baggage of up to 32kgs each and are charged an excess baggage rate of USD100 per piece.

Note: Some connection carriers and aircraft may not accept bicycles as checked baggage, and may have different limitations.

Boogieboards

One boogieboard, with overall dimensions not exceeding 62 inches, is accepted as part of a customer's free baggage allowance.

Bowling Equipment

Bowling equipment is accepted as part of a customer's free baggage allowance. Bowling equipment is defined as one or a combination of the following:

- bowling ball
- bowling bag
- bowling shoes

Items in excess of Malaysia Airlines' free baggage allowance will be assessed an excess baggage charge.

Canoes

Canoes are **not** accepted as baggage. Please contact MASkargo for your shipping needs.

Fishing Equipment

One item of fishing equipment is accepted as part of a customer's free baggage allowance. One item of fishing equipment is defined as one or a combination of the following:

- two rods
- one reel
- one landing net
- one pair of boots
- one tackle box

Items in excess of Malaysia Airlines' free baggage allowance will be assessed an excess baggage charge.

Golfing Equipment

One item of golfing equipment is accepted as part of a customer's free baggage allowance. One item of golfing equipment is defined as one or **up to** all of a combination of the following:

One golf bag containing not more than

- 14 golf clubs
 - 12 golf balls
- one pair of golf shoes

Weight System	Piece System
Applicable for travel between points in Area 2 and Area 3, points within Area 2 and points within Area 3.	Applicable for travel between points in Area 1 and Area 2/3 and points within Area 1
One item of golfing equipment with a maximum weight of 15kg will be carried free. Any subsequent sets will be carried for free if the total weight of checked in baggage (excluding the 1st golf set) is within free baggage allowance.	One set of golfing equipment will be assessed 50% of the applicable charge for a single piece. Additional sets will assessed the full applicable excess charge for a single piece.

Customers wishing to check golf clubs have two options:

1. Hard shell golf travel containers - no limited liability release required
2. All other golf travel bags (i.e., soft-sided bags) - limited liability release required

The limited liability release absolves Malaysia Airlines of responsibility for pre-existing damage to the clubs or damage from the normal course of handling.

Info: IATA Areas

The international air transport association, for administrative purposes, divides the world into three IATA Traffic Conference Areas.

These are referred to as Areas No. 1,2 &3.

- IATA area 1 comprises of the North and South American Continent and adjacent islands.
- IATA area 2 comprises of all Europe, Iceland , Africa and Iran.
- IATA area 3 comprises of all Asia and Australia and New Zealand.

Kayaks

Kayaks are **not** accepted as baggage. Please check with MASkargo for your shipping needs.

Parachutes

Sport parachutes are accepted under the rules and procedures for carry-on baggage provided no items classified as dangerous goods (example: pressurized oxygen cylinders) are included.

Scuba Equipment

Scuba diving equipment will be accepted as checked baggage and will always be subject to an excess baggage charge. One item of Scuba Diving Equipment is defined as:

- One empty scuba tank
- One scuba regulator
- One tank pressure gauge
- One mask
- Two fins
- One snorkel
- One knife
- One spear gun and
- One safety vest

1. Weight System

Any overweight resulting from the inclusion of the scuba diving equipment in the normal free baggage allowance shall be accessed at the normal excess baggage rate and a miscellaneous charges order (MCO) will be raised accordingly.

Exception:

Travel between Japan and USA/Guam/Saipan, the scuba diving equipment will not be included in the free baggage allowance and should be accessed at the applicable charges.

2. Piece System

Items of scuba equipment will be subject to the excess baggage charge for a single piece whether or not presented as a single piece. Regardless of actual dimensions diving equipment will be considered to be one piece of baggage whose outside linear dimensions are 62 inches.

Exception:

Between Canada/USA and Malaysia only: one item of scuba equipment will be included in determining the free baggage allowance when is excess, such equipment will be assessed 50 percent of the applicable charge for a single piece.

Skiing Equipment

Skiing equipment will be accepted as checked baggage and will always be subject to an excess baggage charge (100% or single charge).

One item of skiing equipment is defined as one or a combination of the following:

- one pair of skis
- one pair of ski poles
- one pair of bindings
- one pair of ski boots

Skiing equipment is subject to a special charge (weight concept) in Malaysia Airlines flights at a rate of 3 kilos excess baggage per ski equipment only. Any additional of ski equipment is subject to the normal excess baggage charges.

Snowboards

One snowboard is accepted as part of a customer's free checked baggage allowance.

Surfboards

Surfboards will be accepted as checked baggage provided the board is checked in a case designed to protect surfboards and will always be subject to an excess baggage charge.

Additional surfboard restrictions and exceptions:

- If not presented in a protective case, the item will be accepted upon completion of a Limited Release tag.
- Fees may vary per carrier or destination.

What is an LRT baggage tag?

A Limited Release Tag or LRT is a special type of baggage tag that is attached to non-standard pieces of luggage such as strollers and sporting equipment. This includes baggage, which is oversized, fragile, perishable, or unsuitably packed, bags presented damaged at check-in, security removed items and bags checked in late, which might not be loaded on the flight. LRTs releases the airline from liability should this item become damaged.

Packing Tips

- Always remove old airline tags and mark your baggage inside with your name, address, email and contact number where you can be reached at your destination. You should also put a copy of this information inside your baggage. Should your baggage be misplaced, these labels will hasten identification and help us to return it to you. Labels can be obtained at the Malaysia Airlines check-in counter.
- Mark your bags with a brightly coloured string or ribbon to assist you in identifying your bag quickly on the baggage carousel.
- Keep all loose handles, hooks, and straps closed securely inside if you can, or remove them. These can catch on conveyers and belt loaders and cause damage to your luggage or other passengers' luggage.
- Always lock your baggage.
- For security reasons, ensure you pack your bags yourself and do not at any time leave them unattended. Never carry a package or baggage for someone else unless you have completely checked the contents.
- Due to safety requirements, there are a number of items that cannot be packed in your carry-on or checked baggage. Please visit dangerous goods information.
- Never wrap or package gifts; security personnel may need to inspect them.
- Keep medication and fragile items in your carry-on baggage. Keep all medication in its original, labelled container and carry the physician's prescription with you.
- You must be able to activate any electronic devices at the security checkpoint. If you are unable to do so, you must pack these items in your checked baggage.

- When you check your bags, make sure you get the correct number of luggage-claim stubs and that each one is marked with the correct city name of your destination on your luggage tags
- Make a list of items you have packed and their estimated value. Keep your list in a safe place until you return. Report any missing, delayed or damaged items before you leave the airport. This will help us to start tracing right away.
- Malaysia Airlines advises you that following items may not be included in your baggage and it accepts no liability for your damage or loss:
 - Cash, negotiable bonds, deed, etc
 - Jewellery, antiques or similar valuable items
 - Any item of a fragile or brittle nature (e.g. glassware)
 - Electrical or electronic components (e.g. computer, camera, mobile phone, audio equipment)
 - Food or any perishable item
 - Any item that has insufficient packaging (e.g. surfboard, bicycle, musical instrument)
- Does the weight of your bag exceed 32 kilograms?
International convention has identified the maximum piece weight of baggage to be lifted by hand as 32 kilograms. Back injuries must be avoided. We appreciate your co-operation and understanding that safety on the ground is as important as safety in the air.