

Please read these customer terms and conditions (the “Terms”) carefully before using the services offered by SAHA AL-AMTAA FOR TRANSPORTATION PARCELS COMPANY in The city of Riyadh, Saudi Arabia and having commercial license 1010696409 trading as “LPORT” (“LPort”/ “WE”/ “US”/ “OUR”). These Terms apply to your use of our Services (as defined below), the website at [www.LPort.io](http://www.LPort.io) (“the Website”), all other sites that redirect to the Website, any subdomains and any web or mobile applications that relate to the Services (in each case, whether owned and operated by LPort or by any of our (partners) (collectively, the “Platforms”).

By using our Services and/or the Platforms, you agree to be bound by these Terms. If a Booking Request (as defined below) is made on your behalf by a third party, your continued use of the Services and/or the Platforms means you agree to these Terms. If you do not agree to the Terms.

**Validity of conditions:** If any of these conditions are not applicable, the other conditions will remain applicable and will not change.

### Interpretation Binding Nature

By using the Services and/or the Platforms, you also agree to be additionally bound by any other terms and conditions as published on the Platforms from time to time, including but not limited to the privacy policy, which are applicable and hereby incorporated by reference into these Terms.

Unless defined elsewhere in the Terms, the following terms shall have the meaning set out below:

- (A) “Booking” means a Booking Request that has been confirmed by us and notified to you as being accepted in accordance with clause 2.3;
- (B) “Booking Request” means a request by you for us to pick up your luggage from a Pick-up Point and deliver that luggage through the Service to the Collection Point;
- (C) “Delivery” means the delivery by us of your luggage from the Pick-up Point to the Collection Point;
- (D) “Home check-in service” means check-in services for passengers and their luggage completed at an off-airport location such as a home, hotel or office. **Section 6 below describes the specific terms and conditions related to this aspect of our Services;**
- (E) “Pick-up Period” means the time window set out in the Booking during which you will drop off your luggage at the Pick-up Point;
- (F) “Fees” means the fees for our Services that are displayed on our Platforms as being applicable at the time that you make your Booking;
- (G) “Land and leave service” means a collection of luggage from the airport Point and delivery to the Collection Point. **Section 8 below describes the specific terms and conditions related to this aspect of our Services;**

(H) “Prohibited Item” means any item prohibited for air transportation by any regulatory or government body, including but not limited to items that are illegal, hazardous or dangerous, any animals and any other item considered by us to be hazardous, dangerous or prohibited under any applicable law;

(I) “Force Majeure” means without limitation, any event or circumstance beyond our reasonable control rendering performance of the Services impossible or impractical, including but not limited to acts outside human control, fire, flood, earthquake, windstorm, storm, extreme weather conditions or another natural disaster, epidemic, pandemic or serious risk to health, war, the threat of or preparation for war, armed conflict, closure of airspace, imposition of sanctions, Delivering Your Bags Passenger Luggage Delivery LLC embargo, breaking off of diplomatic relations or similar actions, terrorist attack, civil war, civil commotion or riots, labour disputes involving complete or partial stoppages of work or delay in the performance of work, Acts of God, power failure, any act of any government or public authority, loss of systems, networks, equipment or data (including, without limitation, the Internet or any telecommunications or utilities network or equipment);

(J) “Services” means our services of delivering, storing and transporting your bags as set out in these Terms;

(K) “You” means any person who makes a Booking Request or uses the Platform (whether directly or indirectly through our agents).

### **Bookings and services:**

2.1 You may make a Booking Request via the Platforms / [Website](#) or by telephone. Making a Booking Request implies acceptance of these Terms and Conditions.

2.2 A Booking Request will only be considered to be a Booking if you have received an email or other notification from us expressly confirming that the Booking Request.

2.3 We have the right to refuse any luggage presented to us at our discretion and without stating reasons. In such circumstances, the relevant Booking may be cancelled.

2.4 Access to the Platforms and/or provision of the Services may be suspended temporarily and without notice.

### **Payments**

3.1 Fees for our Services are displayed on our Platforms / [Website](#) and are applicable at the time that you make your Booking. Our Fees are inclusive of VAT.

3.3 Payment is required in advance and prior to confirming the Booking for all Services.

3.3 Any additional fees may apply that are not for LPort, such as fees for baggage wrapping, or extra weight, which you will be notified about at the time of fulfilment of the service.

[Provide the credit card used and the identity of the owner in case of the purchase of tickets with the credit card for matching.](#)

LPort has the right to refuse the service of those who do not comply with the restrictions and obligations of issuing the boarding pass and the policy of cancelling the reservation of services will be applied without refunding the service cost.

- **Our service locations:** Our services are provided within the cities indicated on our website ([www.LPort.io](http://www.LPort.io)) and LPort's application.
- **Payment Method:** The required services and VAT are paid through the application or website using a Mada card or credit card, knowing that all data used to pay is encrypted under the SSL Protocol.
- **Refund**
  - Refund or settlement is processed within 7 business days.
  - Payments are refunded only through the same original payment method.

## Responsibilities:

4.1 **You** will ensure that all luggage is given to us at the Pick-up Point within the Pick-up Period and that all luggage is as specified in the Booking;

4.2 **You** will ensure that all luggage is properly closed and secure and that the weight of any of the luggage complies with the terms and conditions of the airline ticket.

4.3 **You** warrant to us that the luggage is not a Prohibited Item and/or does not contain any Prohibited Item;

4.4 **You** warrant that you have completed the Booking Request accurately.

4.5 **You** will pay us all Fees for our Services.

4.6 **You** will open your luggage and show us the contents of your luggage if requested.

4.7 **You** remain responsible and liable for understanding and abiding by any maximum luggage allowance set by the relevant airline in the event of usage of the Off-Airport Check-In Service;

4.8 If we are unable to provide you with the Service that is the subject of a Booking due to you not being present at the:

4.8.1 Pick-up Point within the Pick-up **Time** Period then we may cancel your Booking and you will forfeit any Fees paid in respect of that Booking;

4.8.2 Collection Point Within the Collection **Time** Period then we may store your luggage at the airport and you will forfeit any Fees paid in respect of that Booking.

- The passenger alone shall bear all the penalties for entering incorrect or inaccurate information and data (intentionally or unintentionally) by booking (whether booking a travel or booking service request) in accordance with the regulations of Saudi Arabia and the regulations of the countries concerned (whether a final destination or transit).

- Some countries require photographs of entry requirements to be retained and if the passenger refuses to comply with these requirements and to completes the required documents, we have the right to refuse to check-in.
- The responsibility to obtain the necessary travel documents such as (visa and travel documents required for final destination countries or transit) is the passenger's responsibility.
- If you are denied entry to any country because of your non-compliance with the terms and conditions, regulations, laws and orders, entry or exit requirements of any country, because of the failure to provide valid documents, or because of the invalidity of documents or in the event that your travel documents are destroyed during the flight, you will be responsible for all losses, legal costs, fines, penalties or fees placed by the relevant authorities.

### **LPort obligations:**

5.1 LPort will be reasonable to pick up your luggage at the Pick-up Point during the Pick-up Time Period and to deliver your luggage to the Collection Point during the Collection Time Period;

5.2 LPort will not open or search your bag without your consent unless we are required to do so by government or airport security authorities;

5.3 Events beyond our reasonable control mean that it is impossible or impractical for us to do so, including but not limited to an event of Force Majeure;

5.3.1 Your luggage does not meet the security or safety requirements at any airport or at any other location where your luggage may be held or be in transit;

5.3.2 You fail to deliver your luggage to the Pick-up Point within the Pick-up Time Period set out in your Booking.

- Sign and consent if there are any damages or notes on the limited release tag (LRT).

### **Home Collection**

6.1 Service can be booked only for passengers flying from Kingdom of Saudi Arabia Airports.

6.2 Home Collection service must be booked for or by the passenger in whose name the flight reservation is made. If several passengers are travelling under one flight booking, these names must be included in the Booking Request at the time of Booking. Failure to provide such information may result in immediate cancellation of the Booking by us.

6.3 Passengers must be physically present at the Pick-up Point during the Service, with valid passports, identification materials and OTP verification code available to provide to the Check-In Agent. Failure to abide by the foregoing as determined by the Check-In Agent will result in immediate cancellation of the Service by us.

6.4 Passengers are solely responsible for ensuring the size and weight of the luggage are within their booked allowance as per the airline's luggage allowance policies. If any passenger refuses to pay any charges to the Check-In Agent for excess luggage, we may immediately cancel the Booking.

6.4 Any additional service that is requested on-site needs to be paid for on-site.

6.5 Passengers may be requested by us or the Check-In Agent at any time to be reunited with or identify their luggage in the event of any required or requested security measures or when any law enforcement or other regulatory authority requests the presence of the passengers.

6.6 If any passenger fails to attend at the Pick-Up Point within 10 minutes from the start of the Pick-Up Period, we reserve the right to leave the Pick-Up Point and immediately cancel the Service.

6.7 Passenger will Sign and consent if there are any damages or notes on the limited release tag (LRT).

**6.8 Conditions of luggage admission procedures and security questions:** Compliance with the terms and rules of the International Civil Aviation Organization (ICAO), International Air Transport Association (IATA), and General Authority of Civil Aviation (GACA) for services provided is mandatory in order to prevent the endangerment of persons and property and to maintain public safety, and we LPort applies all special requirements in our services and prohibits all airlines from carrying the following materials.

6.9 Firearms, ammo, swords, and knives. Explosives/incendiary/flammable/toxic/compressed gases.

6.10 All liquid and gels such as gel, toothpaste, liquid cosmetics, and perfumes within the preview luggage.

6.11 Cigarette lighters are not allowed to be carried in all luggage.

6.12 Jewelry, cash, and official documents.

6.13 All the devices contain lithium batteries.

6.14 Foods, food, and beverages of all kinds.

6.15 Prohibited items from being transported under laws, regulations, or orders are valid for any countries from which they are flying or from.

6.16 Materials that airlines consider inappropriate for transport, due to their dangers, unsafe, weight, size, shape, nature, or because they are breakable or damageable.

6.17 Closure of travel baggage is the customer's responsibility.

6.18 Compressed gases (heavily refrigerated, flammable, non-flammable, and toxic).

6.19 Fragile and damaged materials.

**6.20 Sign, consent and answer all security questions** The security questions are one of the mandatory conditions placed by the mentioned local and international organizations, which the traveler must answer and consent to.

- Is this your luggage?
- Did you close it by yourself?
- Are you sure of its contents?
- Have you left your luggage unaccompanied and/or in an isolated place at any given time?

In the event of security notes on the luggage received, they are dealt with according to the regulations established by the airport authority and according to the specialty.

- **Animal Transport:** Our services do not include the transportation or shipment of animal packages.

- **Transport for electric chairs:** Electric chairs need security procedures and precautions to contain the battery, so our services do not include the transfer of electric chairs.

## Cancellation home check-in service

7.1 If the Off-Airport Check-In Service is cancelled due to a fault of any passenger (including but not limited to: not being present, not providing valid identification documentation, attending the Pick-up Point later than 20 minutes after the start of the Pick-up Period), then we will leave the Pick-up Point without providing the Service and any Fees paid will not be refunded.

7.2 If you have complied with all of the Terms applicable to the Off-Airport Check-In Service but we are not able to provide that Service due to the fault of LPort or the Check-In Agent then all Fees paid by you will be refunded

7.3 If any passenger request cancellation it should be 16 hours before flight timing.

## Land and leave service

8.1 Service can be booked only for passengers located in Riyadh city within 70 km from Kingdom of Saudi Arabia airports.

8.2 You must collect your luggage from the Collection Point during the Collection Period. If you fail to do so, we disclaim our responsibility.

8.3 In the event you request us to deliver your luggage to a third party, then we will deliver to that third party and will be discharged from any responsibility that we have to you provided that we deliver your luggage to any person who holds the photographic identification of the third party indicated in the Booking (or a representative thereof) or any person that we are subsequently instructed to deliver to.

- **It is required to confirm the reservation of the home delivery service by the following:**
  - Upload a clear and updated photo of identity on domestic flights.
  - Upload a clear and up-to-date passport photo on international flights.
  - Download a picture of luggage showing the shape and color.
  - Download a picture of the luggage card.
- **Restrictions and obligations for arrival luggage delivery services:** The passenger's declaration of customs disclosure if there is a warrant to disclose it in the luggage to the Customs Authority at the first arrival destination of Saudi Arabia, and therefore confirmation of the declaration.
  - There are no prohibited or restricted materials with all the responsibilities if there.
  - If necessary, you must be present when your luggage is inspected by the airport's authority departments (customs, security, passports, and relevant

- departments) and we will not be responsible for any damage or loss to you or your luggage during the inspection or as a result of your absence.
- The expected luggage delivery time is a maximum of 3 hours from the arrival of the flight and within 45 km within the city.
- The expected baggage delivery time is a maximum of 6 hours from the arrival of the flight and within a distance of more than 45 to 150 km outside the city.
- Bring identification/passport of the traveler for matching upon receiving the luggage.
- The Traveler is fully responsible for the provision and validity of the necessary travel documents and the company must provide the documents upon request.
- The agreement between the traveler and the company determine that the Traveler is fully responsible to the airport customs for the contents of the baggage and the traveler will be under the penalties appointed in the unified customs system and all applicable regulations in the kingdom.
- Customs has the right to open the baggage and inspect its contents in case of suspicion of the existence of contents violation to the regulations. in this case, the company's employee is considered a representative of the traveler. this is an authorization from the traveler to the company to carry out customs inspection without the presence of the passenger.
- The Traveler is obliged to come to the airport ( where the service is requested ) when needed or call up by the customs administration.
- - Customs has the right to reserve baggage for any reason, and the company has to provide customs with a copy of the passenger's passport and all contact information.
  - The traveler undertakes that by handing over the baggage to the company he/she acknowledges and agrees that all baggage contents is under his/her full responsibility.
  - The company provides the customs administration with all the data of travelers who request services in advance and periodically.
- **Administrative procedures:**
  - By agreeing to the terms and conditions, you authorize us to receive your baggage from the baggage carousel and subjected to customs inspection or any airport authority.
  - The passenger shall bear all the penalties for entering incorrect or inaccurate information and data (intentionally or unintentionally) in LPort's platforms, according to the regulations in Saudi Arabia.

LPort team is honored to serve you, but if you are not at the place and time of delivery and after waiting for 15 minutes, the cancellation policy will be implemented as the following:

- The passenger is responsible for receiving luggage from our storage, and if he wants to re-deliver it, he or she will be charged for the luggage re-delivery service.



- In case of non-claim, a storage floor will be charged for each day amount of 100 riyals for each piece.
- The right to claim luggage, which has exceeded in storage period of 3 days, is dropped and LPort has the right to destroy it.

## Cancellation and Amendments

9.1 You may amend a Booking at any time provided that the amendment is received and confirmed by us more than \*\*\*hours prior to the Pick-up Period or more than \*\*\*hours prior to the Collection Period

9.2 If you cancel a Booking more than \*\* hours prior to the start of the Pick-up Period for that Booking. or more than \*\* hours prior to the start of the Collection Period for that Booking (provided that we are not in possession of your luggage), we will refund in full any Fees that you have paid to.

9.3 If you cancel a Booking outside of these times, we will not refund any Fees that you have already paid us for that Booking

9.4 If you cancel a booking after the mentioned period you will receive a partial refund as we will deduct 25% from the total paid amount

9.5 We will process the refund within \*\*\* days of notification of the cancellation. Refunds will be made only through the original mode of payment.

## Liability

10.1 Subject to the following provisions of these Terms, we will only be liable for loss or damage to your luggage arising as a direct result of our Services provided that the luggage is not or does not contain a Prohibited Item.

10.2 In the event of loss or damage to your luggage, our liability shall follow GACA regulation and airline policy.

10.3 If you are shipping valuable or expensive items that are allowed to be shipped, you are obligated to disclose them to our team. Our liability for loss or damage shall be the same item total amount in the case if you pay a 3% insurance fee for the total item amount.

10.4 We shall have no liability for any claim in connection with these Terms or the provision of the Services unless you notify us of any claim within 14 working days of the circumstances giving rise to the claim and provide us with documentary evidence in support of your claim.

- Our team is a qualified hand to provide services.
- Latest digital and cloud systems in travel services and the aviation industry.
- Vehicles are equipped with the latest digital surveillance systems (CCTV).



- luggage packaging with a protective cover in service.
- Sort the luggage with serial numbers.
- Insurance coverage including poor handling.
- **Clients responsibility:**
  - Comply with all restrictions and obligations for services.
  - Compliance with the time limit for luggage complaints.
- **Compensation:**
  - All compensation cases are applied according to the policy of regulations and responsibilities.
- **The time limit for luggage complaints**
  - 24 hours after the check-in service served.
  - 24 hours after luggage claimed at the home delivery service.

## Data privacy

11.1 By accepting these Terms, you also agree that we may process information relating to you in accordance with, and otherwise accept the terms of our privacy policy, which can be found at \*\*\*\* Our privacy policy sets out details related to how we use the personal information you provide to us or we otherwise obtain about you.

If you make a Booking on behalf of any other person it is your responsibility and obligation to draw their attention to our privacy policy and ensure that they also agree to such terms and that we may process information relating to them in accordance with the privacy policy.

11.2 All customers' data are retained for a period of time.