

**With TEFRA Travel Logistics GmbH,
you are choosing the leading provider
of luggage transport services for
cruise passengers.**



TEFRA Travel Logistics GmbH

Obenhauptstraße 2

22335 Hamburg

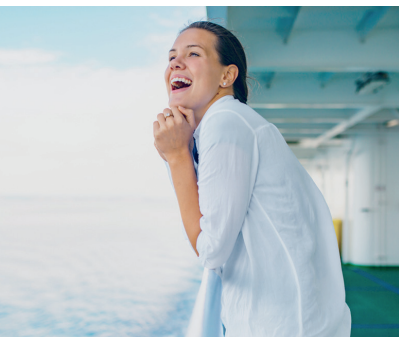
Tel. +49 40 5936256-0

Fax +49 40 5936256-99

info@tefra-gepaeckservice.de

For any inquiries during your
cruise, please contact the
Mein Schiff® on-board travel
office during its business hours.

**Luggage?
We already
dropped it off
at home...**



Documents are also available
for download at:
www.tefra-gepaeckservice.de

TEFRA – My Luggage Service.

From your doorstep directly to the
ship – and back again.

OUR PARTNER:



Travel Light and Carefree

With the TEFRA luggage service, you can start your journey stress-free. No matter how you travel – by car, bus, train or plane – you no longer need to carry heavy luggage.



For your departure and return, book the TEFRA luggage service free of charge from Germany:

0800 5002352

April–October: Mon–Fri 08:00–17:00
November–March: Mon–Fri 09:00–16:00
www.tefra-gepaeckservice.de
koffer@tefra-gepaeckservice.de
From abroad (charges apply): **+49 40 5936256-0**

A TEFRA representative will collect your luggage at your doorstep within an agreed 2-hour time slot, Monday to Friday between 08:00 and 17:00. After your return, your luggage will be delivered between 08:00 and 12:00. Evening service until 8:00 p.m. (subject to region) is available upon request. Saturday service is subject to a surcharge of € 19 (per route). If you require a specific pickup/delivery time or express delivery, we will gladly accommodate your request. No surcharges apply for weekend or public holiday cruise departures.

Payment can be made via SEPA direct debit (IBAN required) or by credit card (Mastercard/Visa).

These terms apply per suitcase and per route for mainland Germany (excluding islands) and for a maximum weight of 30 kg per suitcase.*

Luggage Service House-Ship

For your ocean cruise, we offer the TEFRA House-Ship Service. We transport your luggage quickly and safely from your home directly to your ship cabin and back.

Start/End of your Cruise at the Following Ports

Luggage service available to/from Germany, Austria and Switzerland
Different deadlines apply for Austria and Switzerland.*

Order and pickup times before departure (in working days)

Cruise Port to/from**	Booking	Pickup	Delivery after return
Germany	up to 4 days	up to 2 days	2 days
Mallorca	up to 7 days	up to 5 days	on request
Barcelona	up to 8 days	up to 6 days	on request
Gran Canaria (LPA)	up to 9 days	up to 7 days	on request
Tenerife (TFS)	up to 9 days	up to 7 days	on request

Pricing – per suitcase and per route

Guests from	Germany	Austria	Switzerland
German Ports	49,90 €	79,90 €	99,90 €
Barcelona	99,00 €	124,00 €	149,00 €
Mallorca	119,00 €	169,90 €	179,00 €
LPA + TFS	169,90 €	219,00 €	229,00 €

**German ports are served by road transport, other ports by air freight.



Express Service

(Surcharge depending on region and travel date)

Surcharges for cruise departures from German ports:

Booking Timing	3 working days before trip 10,- Euro 2 working days before trip 15,- Euro
Pickup	1 working day before trip 20,- Euro

*The stated conditions apply to domestic transports within Germany (excluding islands). For our conditions regarding luggage service abroad and to the German islands, please call 0800-500 23 52 (from abroad: +49 40 5936256-0) or visit tefra-gepaeckservice.de.

Luggage Service House-Airport

If your journey begins or ends at Berlin Brandenburg, Frankfurt or Munich airports, TEFRA offers an airport service. Upon your arrival, your luggage will already be waiting for you at the airport.

For your outbound journey, we will arrange a meeting point and time with you at your departure airport. Our staff member will be there on time, assist you with check-in after you have identified your luggage, and hand it over to the airline. For outbound trips, our service concludes with the handover of the luggage at the departure airport.

For your return journey, we will meet you at the baggage claim carousel of your arriving flight. A TEFRA representative will take over your luggage once you have identified it and will guide you through the customs area. After customs clearance, you can travel home without your luggage.

Departure/Arrival at the Airport

Berlin Brandenburg, Frankfurt, Munich

Booking	up to 5 working days before departure
Pickup	up to 3 working days before departure
Delivery	up to 2 working days after return

Price 69.90€ per suitcase and route

For suitcases over 30 kg, € 1.00 per additional kg
Different deadlines and prices apply for Austria and Switzerland*
Please be sure to check your airline's luggage weight and size restrictions.

Important Notice

For safety reasons, it is essential that you identify your luggage before departure. Luggage that is not identified cannot be loaded onto the aircraft for security reasons. Unfortunately, TEFRA has no influence over this requirement.

If you are flying to one of the above-mentioned airports, the service is only available if you check in again for your outbound journey and check out for your return. Otherwise, we are unable to accept your luggage.

Transport Information

Please ensure that each of your luggage items is clearly labeled with a name tag. Only standard travel bags and suitcases may be shipped. The maximum weight is 30 kg, and the maximum size is 90 x 60 x 30 cm per item. Larger or bulky items (wheelchairs, sea chests, golf bags, etc.) can be accepted by special arrangement.

For the airport service, please follow your airline's luggage policies. To avoid common signs of wear (e.g., scratches), a protective suitcase cover is recommended. Fragile contents must be properly packaged with a stable inner container.

Your luggage is insured up to € 1,500 for the duration of transport according to AVB 1992. Valuables and cash are excluded from this insurance. Higher coverage is available upon request. If you already have luggage insurance or it is included in your travel package, that insurance applies by law. The AVB 1992 insurance conditions are available upon request.

Please always observe the current customs regulations of the German Federal Ministry of Finance. We assume no liability for any customs-related issues. More information is available at: www.bundesfinanzministerium.de



The unique TEFRA quality guarantee: Ensuring smooth, professional handling and safe transport of your luggage.

Receipt for Your Records

Please check the condition of your luggage. For insurance purposes, complete this form and have the driver confirm proper pickup and delivery.

PLEASE COMPLETE IN BLOCK CAPITALS:

Full Name

Street, House Number

City, Postal Code

Your Cruise (Name of Ship, Port, Date)

Number of Luggage Items (in words, e.g., "Two")

TO BE COMPLETED BY DRIVER:

Upon pickup:

- ☐ Suitcase in proper condition
- ☐ Suitcase damaged (please contact TEFRA immediately)

Date / Driver's Signature & Vehicle ID

For return delivery:**

- ☐ Suitcase in proper condition
- ☐ Suitcase damaged (please contact TEFRA immediately)

Date / Driver's Signature & Vehicle ID



**If damage is identified, please sign with the remark "subject to reservation" and contact TEFRA Travel Logistics at +49 40 5936256-0.

Customs Declaration – For Submission on Board

Please read the customs regulations below and submit this completed and signed form to the on-board travel office. In exchange, you will receive your luggage tags for the return journey.

Declaration for Ocean Cruise Guests

For cruises ending in German ports, certain restrictions apply (e.g. regulations concerning species protection, trademark laws, prohibited items, etc.). Customs allowances do not apply to luggage transported by third parties.

I hereby declare that no dutiable goods are contained in the luggage I am submitting. In particular, there are no goods for which a customs allowance is to be claimed, such as cigarettes, alcohol, or other items subject to transport restrictions.

I am handing over my suitcase unlocked and with this completed declaration to the on-board travel office. If customs selects the luggage for inspection, I authorize TEFRA Travel Logistics GmbH to fulfill any required customs procedures on my behalf.

Furthermore, I authorize TEFRA Travel Logistics GmbH to represent me in all customs-related matters.

Name

Address

Number of Luggage Items (in words, e.g., "Two")

Date / Signature

