

# Finnair Cargo Terminal



**Helsinki (HEL) COOL  
Terminal Handling  
charges**

Valid from 01.10.2025

**FINNAIR**

<u>General services</u>	<u>Rate</u>	<u>Minimum</u>	<u>Maximum</u>
<b>1. Terminal handling</b>	Export EUR 0.08 / kg Import EUR 0.14 / kg	EUR 13.00	Exp – EUR 110.00 Imp – EUR 989.00
<b>2. Terminal handling for thru ULD</b>	EUR 45.00 / ULD		
<b>3. Security check</b>	SPX EUR 0.00 / kg Non-SPX EUR 0.13 / kg	EUR 7.00 / AWB	EUR 275.00 /AWB
<u>Storage services</u>	<u>Rate</u>	<u>Minimum</u>	
<b>4. Storage – first 48 hours</b>	EUR 0.00 / kg		
<b>4. Storage – after 48 hours</b>	EUR 0.22 / kg / day	EUR 10.00 / day	
<u>Messaging and data services</u>	<u>Rate 1</u>	<u>Rate 2</u>	<u>Rate 3</u>
<b>5. Inputting MRN information (only for export)</b>	By FWB/FHL EUR 0.00 / AWB	Via AY Online EUR 0.00 / AWB	By AY staff EUR 21.00 / MRN
<b>6. AWB data entry / correction</b>	Data correction EUR 50.00 / (H)AWB	Full data entry / Issuing AWB EUR 75.00 / AWB + EUR 21.00 / HAWB	
<u>Additional services for special cargo</u>	<u>Rate</u>		
<b>7. VAL and VUN</b>	VAL EUR 250.00 / AWB VUN EUR 70.00 / AWB		
<b>8. Usage of secure storage room</b>	EUR 175.00 / AWB		
<b>9. DGR</b>	Exp – EUR 95.00 / AWB Imp – EUR 24.00 / AWB		
<b>10. ICE, RRE, REQ, RDS, MAG, ELI, ELM</b>	Exp – EUR 25.00 / AWB		
<b>11. AVI (import &amp; export)</b>	EUR 80.00 / AWB		
<b>12. HUM (import &amp; export)</b>	EUR 45.00 / AWB		
<b>13. PER, PIL, PES, PEM (import &amp; export)</b>	EUR 55.00 / AWB		

<u>Other handling services</u>	<u>Rate</u>	<u>Minimum</u>	<u>Maximum</u>
<b>14. After partition</b>	EUR 0.23 / kg	EUR 13.00	
<b>15. Re-weighing</b>	EUR 0.15 / kg	EUR 21.00	EUR 1400.00
<b>16. Forklift</b> Light up to 2 tons Heavy above 2 tons	Light EUR 161 / h Heavy EUR 221 / h	1 hour	

<u>Other services</u>	<u>Rate 1</u>	<u>Rate 2</u>	
<b>17. Any other service e.g. relabelling, photographing, accompanying, sending, scanning, repacking etc.</b>	EUR 95.00 / hour	EUR 12.00 / page EUR 2.5 / label	
<b>18. EDD Security</b>	1-5 pieces / EUR 180.00	6-10 pieces / EUR 230.00	Over 10 pieces / EUR 265.00

#### Quick delivery services

<b>19. Narrow body: quick delivery within 90 minutes from arrival</b>	100 kg and under EUR 85.00 101 kg and over EUR 215.00
<b>19. Wide body: quick delivery within 180 minutes from arrival</b>	500 kg and under EUR 250.00 501 kg and over EUR 500.00

## **Contact details**

FINNAIR CARGO  
CUSTOMER SERVICE

Tel. +358 9 818 5002

E-mail: [cargo.customerservice@finnair.com](mailto:cargo.customerservice@finnair.com)

E-mail: [cargo.booking@finnair.com](mailto:cargo.booking@finnair.com)

Address:

Finnair COOL Cargo  
Turbiinikuja 4 01510 VANTAA  
FINLAND

## **Terms and conditions**

**(numbers refer to each separate service type)**

1. Terminal handling charges include general handling and storage in warehouse, export and import cargo delivery to/from Customs bonded warehouse to/from the delivery area in the cargo terminal or to another area in the cargo terminal indicated by the terminal operator. The charges apply separately for each part shipment (i.e. if the shipment arrives with 2 different flights, all charges are applied twice)
2. Thru ULD handling requires a separate agreement between the handling parties.
3. Shipments originating from a regulated agent will be charged as unknown if the transportation chain does not fulfil the requirements set by the local authority and current aviation security regulations. Removal of undeclared dangerous goods will be charged by the applicable hourly rate.
4. A free period of 48 hours, excluding the initial Saturday and/or Sunday and/or a public holiday, commences at 00:01 AM on the day following the day of arrival.

### **Shipment arrival    Storage starts**

MONDAY >	THURSDAY
TUESDAY >	FRIDAY
WEDNESDAY >	SATURDAY
THURSDAY >	TUESDAY
FRIDAY >	WEDNESDAY
SATURDAY >	WEDNESDAY
SUNDAY >	WEDNESDAY

4. All storage charges are payable by the party nominated as the agent/consignee in the airwaybill. Liability of the carrier ends when the goods are delivered to the person entitled to delivery. If the shipment is forwarded, Finnair Cargo Oy disclaims any responsibility concerning the allocation of warehouse charges. Storage charges are also applied when the shipment is stopped irrespective of Finnair Cargo.
5. Charges concerning house air waybills (HAWB) will be charged on the master airwaybill (MAWB). If the MRN has been received by FWB/FHL messages or via web portal or the self-service computer available at our terminal customer service, no charge will be collected. If the MRN is entered by AY staff, the cost applies per MRN.
6. All shipment data should be sent either by using FWB/FHL messages or by entering the details in Finnair Cargo Online. In case discrepancies and/or data entry required by AY personnel, the charge applies. In case of Consolidation, the fee is applied per house air waybill (HAWB) and the charges concerning house air waybills (HAWB) will be charged on the master airwaybill (MAWB).
9. DGR charges are also applied to all rechecks. In case a shipment is rejected, the 2<sup>nd</sup> and any subsequent checks are charged double the initial cost (e.g. the 2<sup>nd</sup> check costs 95 € x 2 = 190 €). There is a separate fee for both export and import.
10. Fee applies only for export shipments and is also applied to all rechecks. In case a shipment is rejected, the 2<sup>nd</sup> and any subsequent checks are charged double. The fee is applied per AWB (i.e. if the shipment consists of multiple special handling codes, the fee is charged once)
14. After partition takes place within 24 hours from customer's request.
16. On customer's request. Loading/offloading is performed by one cargo warehouse employee, if additional staff is required, the hourly rate of section 17 is applied. **Loading/unloading of heavy items (over 3000kg) needs to be separately agreed.**
17. On customer's request. For the hourly rate, minimum cost is one hour.
18. In case a shipment cannot be security checked by other means; EDD can be used. Before the EDD check, the shipment needs to stay in place for minimum 12 hours. A separate request needs to be made to Finnair Cargo customer service. If the request is made before 10AM, the check can be performed during the same day, otherwise the check can be performed on the following day.
19. QDL needs to be ordered 24hrs before flight arrival and be **confirmed by AY personnel**. Confirmation is available 8 hours before flight arrival. Trucks are not included.

***Per AWB means per MAWB/HAWB, whichever is applicable.***

***All charges are subject to changes and stipulations without prior notice.***

All charges are subject to actual weight.  
All charges are excl. VAT unless otherwise mentioned.  
VAT will be added if applicable according to currently valid tax legislation in Finland

***FINNAIR***

[www.cargo.finnair.com](http://www.cargo.finnair.com)