



Operational Notice – Detention Time Policy (Los Angeles International Airport – LAX)

As part of our ongoing commitment to maintaining reliable and efficient service, this notice serves to advise customers of an updated detention policy applicable to all airline recovery and delivery shipments handled at Los Angeles International Airport (LAX).

Effective immediately, all shipments requiring delivery to or recovery from airline cargo facilities and third-party ground handling agents at LAX will be subject to automatic approval of detention time due to ongoing operational congestion and delays at the airport.

LAX is a high-volume international gateway, and cargo acceptance, release, and processing times are controlled by individual airlines and their designated handling agents. These processes are outside of our operational control and are frequently impacted by facility congestion, staffing constraints, and elevated freight volumes.

Detention will be assessed as follows:

\$15.00 per 15-minute increment

All detention time incurred at LAX will be deemed valid and billable. Our team will continue to monitor and document all wait times to ensure they remain reasonable and consistent with prevailing operational conditions.

While we will make every reasonable effort to minimize delays, no guarantees can be made regarding processing or turnaround times at airline or third-party handling facilities.

By tendering freight for delivery to or recovery from LAX facilities, customers acknowledge and accept responsibility for all applicable detention charges resulting from delays beyond our control.

We appreciate your understanding and continued partnership.

March 24th, 2026