



Operational Notice – Detention Time Policy (Swissport - PHX)

As part of our commitment to maintaining reliable and efficient service, please be advised of the following policy regarding airline recoveries and drop shipments handled through Swissport at Phoenix Sky Harbor International Airport (PHX).

Effective immediately, all shipments requiring delivery to or recovery from Swissport will be subject to automatic approval of detention time due to ongoing operational delays at the facility. Swissport operates as a third-party ground handling agent serving multiple airlines, and extended waiting times for cargo acceptance and release are outside of our control.

**Detention will be assessed as follows:
\$15 per 15-minute increment**

All detention times incurred at Swissport will be considered valid and billable. Our team will continue to monitor and document waiting times to ensure they remain appropriate. We will make every effort to minimize delays; however, processing times at the handling facility cannot be guaranteed.

We appreciate your understanding and continued partnership.

March 24th, 2026