



Complimentary Moloka'i / Lāna'i Relief Packages

Effective date: **April 14, 2020**

End date: **TBD**

Due to unforeseen hardships as a result of reduced services provided by retailers and the urgent need for our Moloka'i and Lāna'i 'ohana to receive goods for sustenance from Oahu, 'Ohana by Hawaiian in partnership with Hawaiian Air Cargo will be temporarily accepting, free of charge, shipments of necessary food and household items to Moloka'i and Lāna'i as outlined below:

1. Shippers must present a valid and current ID (driver's license, military ID, passport).
2. All individual items must adhere to a max weight of 50 pounds (23 kg) and max linear dimension (any length, width or height) of 62 inches (157 cm).
3. Limited to 2 packages per person: shipments will be limited to a one time free of charge shipment of up to two items to the same recipient / address unless otherwise advised.
4. All shipments must be clearly marked with the recipient's name, address and phone number as well as the shippers name address and phone number.
5. Receiving parties must pick up their items at the Moloka'i (MKK) or Lāna'i (LNY) airports within one hour of the flights arrival:
 - a. Moloka'i: HA 672 scheduled arrival is 5:01 PM
 - b. Lāna'i: HA 684 scheduled arrival is 7:16 PM

Please check Hawaiianair.com for daily flight status

6. Space will be on a first-come, first-served basis (we can accept up to 25 customers per flight daily).
7. Complimentary shipments will not be eligible for loss or damage claims.
8. Parcels will be inspected at check-in using TSA approved methods. Any package deemed unfit to fly must be repackaged or removed by the shipper.
9. Parcels must be packed properly for acceptance:
 - a. In a suitcase, acceptable bag (cloth, canvas or nylon with the ability to be completely closed / zippered) or cardboard box that can be fully taped closed.
 - b. All items must be packed properly to prevent breakage or spillage.
 - c. Shipments must adhere to the following guidelines:

Liquids, gels, and aerosols - containers must be packed to prevent spillage and must not be flammable. Liquid bleach, insecticides / fertilizers, spray paint or spray starch are prohibited

Gasoline or propane or any devices powered by either are prohibited

Alcohol over 24% - Each guest may transport up to 5 liters in checked luggage. Containers must be original retail packaging and no larger than 5 liters. *Note:* beverages over 70% alcohol by volume (140 proof or higher) are not allowed

Poi, yogurt, chili, jams and jellies, etc. - Large containers of non-solid foods should be securely packed to prevent spillage

Ice (Wet or Dry) - Ice is not accepted in carry-on or checked bags. Reusable gel packs should be used instead

Camping equipment - Stoves, fuel, CO2 cartridges and fuel canisters are never accepted, even if new, unused, or purged of fuel

Any compressed gas cylinders to include CO2, oxygen and fire extinguishers are prohibited

E-cigarettes, atomizers, vaping devices are prohibited

Batteries – Only normal household batteries properly packaged to prevent shorting

Laptops, tablets, mobile phones are prohibited

Hoverboards, Segway's, electric unicycles - Battery-powered self-balancing devices are prohibited

Weapons: Firearms or ammunition, self-defense sprays (including but not limited to mace or pepper spray), tazers are prohibited

Matches, Lighters or Fireworks are prohibited

Any explosives, flammable liquids, oxidizers, radioactive substances, infectious items, noxious or corrosive substances (including fermented sauces such as bagoong or patis), biohazards or any other dangerous substances are prohibited

Light bulbs - Spare light bulbs must be energy efficient and packaged to prevent breakage.

Live Animals are prohibited

Acceptance Procedures at HNL:

Items must be brought to the Hawaiian Air Cargo Facility between 10 a.m. - 1 p.m., Monday through Friday.

Moloka'i departure: 4:36 PM

Lāna'i departure: 6:41 PM

Hawaiian Air Cargo

277 Elliott Street Honolulu, HI 96819

Tel: (808) 835-3799

Proceed to Elliott St. via Nimitz Hwy. Follow Elliott until you reach the Hickam Kuntz gate and make a left turn. There is a green sign directing you to Hawaiian Airlines Maintenance / Cargo.



Proceed left here then make the first left. Please park in a visitors stall fronting the cargo office.

