

Yallah Baggage — Prohibited & Restricted Items Policy

Last Updated: May 2026

Welcome to Yallah Baggage.

This Prohibited & Restricted Items Policy ("Policy") forms part of the Terms of Service of Yallah Baggage ("Yallah Baggage", "we", "our", or "us") and applies to all customers using our baggage collection, transportation, storage, handling, concierge, and delivery services.

Our policy is designed to ensure the safety of our customers, employees, drivers, partners, storage facilities, transportation providers, and the public. Certain items are prohibited or restricted from being transported, stored, or handled through our services due to safety, legal, customs, aviation, and operational requirements.

By using our services, you acknowledge and agree that you are solely responsible for the contents of your baggage and that all items transported through Yallah Baggage comply with applicable laws, airline regulations, UAE regulations, customs requirements, and this Policy.

1. Customer Responsibility

Customers are fully responsible for:

- The contents of all baggage, luggage, boxes, containers, and personal belongings provided to Yallah Baggage;
- Ensuring that no prohibited or illegal items are included;
- Declaring any restricted items before collection;
- Complying with all applicable local and international laws;
- Ensuring transported items comply with airline, airport, customs, and destination country regulations.

Yallah Baggage reserves the right, at its sole discretion, to:

- Refuse collection or transportation of any item;
- Cancel or suspend services;
- Inspect baggage where legally permitted;
- Report suspicious or illegal items to authorities;
- Dispose of prohibited or dangerous goods where required by law or safety regulations.

Failure to comply with this Policy may result in refusal of service, cancellation without refund, reporting to authorities, confiscation of items, additional fees, or legal action.

2. Strictly Prohibited Items

The following items are strictly prohibited from being transported, stored, or handled by Yallah Baggage under any circumstances.

Illegal Drugs & Narcotics

Including but not limited to:

- Controlled substances;
- Recreational drugs;
- Narcotics;
- Cannabis products where prohibited;
- Drug paraphernalia;
- Any illegal substances under UAE or international law.

The United Arab Emirates maintains a strict zero-tolerance anti-drug policy. Even trace amounts of illegal substances may result in criminal penalties.

Weapons, Firearms & Ammunition

Including:

- Firearms;
- Replica firearms;
- Ammunition;
- BB guns;
- Air guns;
- Explosives;
- Tasers;
- Stun guns;
- Pepper spray;
- Martial arts weapons;
- Knives prohibited by law;
- Swords or offensive weapons.

Explosives & Flammable Materials

Including:

- Fireworks;
- Dynamite;

- Gunpowder;
 - Fuel;
 - Gasoline;
 - Propane;
 - Butane;
 - Lighter fluid;
 - Explosive devices;
 - Flammable chemicals;
 - Ignitable substances.
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Hazardous & Toxic Materials

Including:

- Corrosive chemicals;
 - Toxic substances;
 - Radioactive materials;
 - Biohazard materials;
 - Infectious substances;
 - Chemical agents;
 - Hazardous waste;
 - Industrial chemicals.
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Counterfeit, Illegal or Restricted Goods

Including:

- Counterfeit products;
 - Pirated content;
 - Fraudulent documentation;
 - Illegal imports or exports;
 - Stolen property;
 - Gambling devices prohibited by UAE law;
 - Items associated with black magic, witchcraft, or sorcery prohibited under UAE regulations.
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Perishable or Unsafe Goods

Including:

- Spoiled food;
- Live animals;
- Human remains;

- Unsecured liquids;
 - Strong-smelling substances;
 - Any item likely to leak, spill, or damage other baggage.
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3. Restricted Items

The following items may be accepted only under specific conditions, subject to declaration, airline rules, customs regulations, and operational approval.

Yallah Baggage reserves the right to refuse any restricted item at any time.

Alcohol

Alcoholic beverages may be transported only where permitted by applicable law and airline regulations.

Alcohol exceeding permitted volume limits or prohibited by destination country regulations may not be accepted.

Customers are solely responsible for ensuring compliance with customs and import laws.

Lithium Batteries & Power Banks

Lithium batteries, power banks, and battery-powered devices may pose fire risks and are subject to airline and transport restrictions.

Restrictions may apply to:

- Power banks;
- Spare batteries;
- E-scooters;
- Hoverboards;
- Smart luggage;
- Battery-powered devices.

Damaged, defective, or recalled batteries are strictly prohibited.

Yallah Baggage reserves the right to refuse transportation of any lithium battery device.

Electronic Devices

Including:

- Laptops;
- Tablets;
- Mobile phones;
- Cameras;
- Drones;
- Smart devices.

Customers transport electronic devices entirely at their own risk.

Yallah Baggage is not liable for:

- Internal damage;
- Data loss;
- Battery malfunction;
- Manufacturer defects;
- Security inspections or confiscation.

Drones

Drone transportation may be restricted depending on:

- Airline policies;
- Airport regulations;
- Destination country laws.

Lithium batteries may need to be removed and carried separately where applicable.

E-Cigarettes & Vaping Devices

E-cigarettes and vaping devices containing batteries may be subject to transportation restrictions.

These items may not be accepted in checked baggage under airline policies.

Customers are responsible for compliance with destination laws and airline regulations.

Medication

Customers carrying prescription medication are responsible for:

- Ensuring legality in destination countries;
- Carrying valid prescriptions;
- Obtaining any required government approvals.

Certain medications legal in other countries may be prohibited or controlled in the UAE.

For controlled medication entering the UAE, approval from the UAE Ministry of Health and Prevention (MOHAP) may be required.

Yallah Baggage is not liable for confiscation, delays, penalties, or customs actions relating to medication.

Aerosols, Liquids & Pressurized Containers

Restrictions may apply to:

- Aerosols;
- Pressurized containers;
- Sprays;
- Toiletries;
- Fuel cartridges;
- Gas canisters.

All such items remain subject to airline and transport regulations.

4. Valuable Items

Customers are strongly advised not to place valuable items in baggage handled by Yallah Baggage.

This includes but is not limited to:

- Cash;
- Jewellery;
- Watches;
- Passports;
- Travel documents;
- Identification;
- Credit cards;
- Electronics;
- Business documents;

- Confidential information;
- Luxury goods;
- Keys.

Unless expressly agreed in writing, Yallah Baggage accepts no liability for loss, theft, damage, or disappearance of valuables.

5. UAE Customs & Regulatory Compliance

Customers are solely responsible for complying with:

- UAE customs laws;
- Import/export regulations;
- Airport security requirements;
- Airline baggage regulations;
- Destination country laws.

Certain items legal in one country may be prohibited in another.

Yallah Baggage does not guarantee that any item will be permitted through customs, airport security, or airline screening processes.

6. Security Screening & Inspection Rights

Yallah Baggage reserves the right to:

- Refuse any baggage;
- Request additional information;
- Conduct inspections where legally permitted;
- Remove prohibited items;
- Cooperate with law enforcement and regulatory authorities.

Where suspicious, illegal, or dangerous items are identified, Yallah Baggage may:

- Suspend services immediately;
- Refuse delivery;
- Report the matter to relevant authorities;
- Surrender items to airport security, customs, police, or government agencies.

No compensation or refund will be provided in such circumstances.

7. Airline & Third-Party Regulations

Yallah Baggage works alongside airports, hotels, transportation providers, drivers, storage facilities, and third-party partners.

Acceptance of baggage remains subject to:

- Airline policies;
- Airport regulations;
- Customs authorities;
- Local laws;
- Third-party operational restrictions.

Yallah Baggage is not responsible for:

- Airline refusals;
- Delayed baggage clearance;
- Security confiscations;
- Customs seizures;
- Missed flights;
- Regulatory actions;
- Third-party handling decisions.

8. Limitation of Liability

To the maximum extent permitted by law, Yallah Baggage shall not be liable for:

- Loss or confiscation of prohibited items;
- Government seizures;
- Customs penalties;
- Airport or airline security actions;
- Delays caused by inspections;
- Damage resulting from prohibited or undeclared items;
- Losses arising from customer non-compliance with laws or regulations.

Customers agree to indemnify and hold harmless Yallah Baggage, its employees, contractors, partners, and affiliates against any claims, liabilities, damages, penalties, losses, or expenses arising from violations of this Policy.

9. Updates to This Policy

Yallah Baggage reserves the right to modify or update this Policy at any time without prior notice.

The latest version will always be available on our website.

Continued use of our services constitutes acceptance of the updated Policy.

10. Contact Us

If you have questions regarding this Policy or whether an item may be transported, please contact us:

Yallah Baggage

Email: support@yallahbaggage.com

Website: <https://yallahbaggage.com>