

TARIFF REGULATIONS

of

GRAZ AIRPORT

In force as per 1st of January 2012

TRANSLATION ONLY THE GERMAN TEXT SHALL PREVAIL

Civil Aerodrom Operator:

FLUGHAFEN GRAZ BETRIEBS GMBH

A-8073 FELDKIRCHEN / GRAZ

Telefon: (0316) 29 02 – 0, Telefax: (0316) 29 02 – 81, SITA: grzzzxh,
E-Mail: operationsoffice@flughafen-graz.at, Home: www.flughafen-graz.at
VAT-No.: ATU 28858509, Firmenbuchnummer: FN 55239i

Ein Unternehmen der
HOLDING

GRAZ

IMPORTANT NOTES

1. Terminal navigation charge

If there are any questions concerning the Terminal navigation charge please contact:

Austro Control

Österreichische Gesellschaft für Zivilluftfahrt mbH

A-1030 Wien, Schnirchgasse 11

Tel.: + 43 - 05 - 1703 - DW 9410

Fax: + 43 - 05 - 1703 - DW 9416

UID-Nr.: ATU 37259408

The Terminal navigation charge is not part of the current Tariff Regulations of the Flughafen Graz Betriebs GmbH and will be charged by "**Austro Control**".

In case of cash payment of the airport fees and charges the terminal navigation charge will be collected by the Flughafen Graz Betriebs GmbH.

2. Schedule Coordination Service Fee

Under the “Federal Law on Aviation”, in the version of Federal Law Gazette 98/2005 from August, 11th 2005 a “Schedule Coordination Service Fee” was approved by the Ministry for Transport, Innovation and Technology, which each air transport company or the aircraft holder has to pay for the coordination or facilitation of airport slots.

The levy of this fee is done on behalf and for the account of SCA Slot Coordination Austria by the Flughafen Graz Betriebs GmbH and is to be paid over by the airport operator to SCA Slot Coordination Austria.

The payment of the “Schedule Coordination Service Fee” to the Flughafen Graz Betriebs GmbH is subject to the conditions as laid down in section I. GENERAL PROVISIONS, paragraph 4 “Payment of fees/charges” of the Tariff Regulations of Graz Airport as valid at the time.

For inquiries concerning the “Schedule Coordination Service Fee” please contact:

SCA Schedule Coordination Austria GmbH

Office Park I
A-1300 Vienna Airport

Tel.: + 43 - 01 - 7007 - DW 236-00

Fax: + 43 - 01 - 7007 - DW 236-15

Email: info@slots-austria.com

UID-Nr.: ATU 56636037

The “Schedule Coordination Service Fee” is no part of the current Tariff Regulations of the Flughafen Graz Betriebs GmbH and will be charged by “Schedule Coordination Austria” .

3. Notice to the “Air Transport Levy”

Translation only - The German text shall prevail

On the basis of the Budget Accompanying Act (Budgetbegleitgesetz 2011), most recently amended by the Tax Code Amendment Act (Abgabenänderungsgesetz 2011), which introduced inter alia an air transport levy (Air Transport Levy Act, Flugabgabegesetz), every aircraft owner is required to pay an air transport levy to the competent tax office (Finanzamt für Gebühren, Verkehrsteuern und Glücksspiel) in Austria for passengers departing from Austrian airports, unless an exemption from liability for air transport levy applies.

For further information kindly refer to the website of the Austrian Ministry of Finances:

http://www.bmf.gv.at/Steuern/Fachinformation/WeitereSteuern/Flugabgabegesetz_start.htm

Every aircraft owner has to transmit the report to the respective airport: for this airport Graz provides following webportal:

<https://flugabgabe.reg-airports.at/grz>

For Login-data please contact:

E-mail: Operationsoffice@flughafen-graz.at

ABBREVIATIONS

LFG	Luftfahrtgesetz 1957, BGBl.253/1957, idgF.
ZFBO	Zivilflugplatz-Betriebsordnung 1962, BGBl.72/1962, idgF.
BGBL	Bundesgesetzblatt
LSG	Luftfahrtsicherheitsgesetz
A/C	aircraft
ZL-Schein	Zivilluftfahrerschein (Civil Aviation Personnel Licence)
ZLPV	Zivilluftfahrt-Personalverordnung, Personalverordnung (Civil Aviation Personnel Licencing Ordinance), BGBl.219/1958 idgF.
LVG	Luftverkehrsgesellschaft
kg	kilogramm
to / t	metric ton = 1.000 kg
v.H.	von Hundert
VAT (MWSt.)	value added tax
MTWO	maximum take-off weight
ZARV	Zivilluftfahrzeug-Ambulanz- und Rettungsflugverordnung, (Ordinance on Ambulance and Rescue Flights carried out with Civil Aircraft), BGBl.126/1985
idgF	in der geltenden Fassung
BAD	Bodenabfertigungsdienste
FBG	Flughafen-Bodenabfertigungsgesetz
EUR	Angabe der Tarifwerte in EURO
MTOW	Maximum Take-off weight
LF	Landing Fee
PSF	Passenger Service Fee
PF	Parking Fee
PRM	PRM – Fee (P ersons with R educed M obility)
ISF	Infrastructure Fee
RHC	Ramp-Handling-Charge
THC	Traffic-Handling-Charge
SC	Security Charge
SS	Single Services

CONTENTS

I.	General Provisions	7
II.	Landing Fee	13
III.	Passenger Service Fee	15
IIIA.	PRM – Fee	16
IV.	Parking Fee	17
V.	Infrastructure Fee	18
VI.	Charges for Ground Handling Services	21
VII.	Charges for Single Services	24
VIII.	Hangar Charge	25
IX.	Exemptions and Reductions	27

Annex 1:
Definition of the Central Infrastructure Facilities

Annex 2:
List of Ground Handling Services

Annex 3:
List of Single Services

I.

GENERAL PROVISIONS

1. Place of performance

Place of performance shall be Graz Airport.
Jurisdiction shall be the competent court in Graz.

In case of mutual legal relationship resulting from these Tariff Regulations, exclusively the law in force in the Federal Republic of Austria shall apply. Conditions differing from those mentioned below shall be subject to the written approval of the Civil Aerodrom Operator.

2. Binding Force of Tariff Regulations

In pursuance of Art. 15 of the Zivlflugplatzbetriebsordnung - ZFBO, BGBl No 1962/72 - any user of the facilities and installations of the airport shall be subject to the present Tariff Regulations as Part II of the Civil Aerodrome Conditions of Use.

With the exception of the tariffs for Single Services (Section VII) the tariffs quoted hereunder shall be flat rates. These flat rates shall be indivisible and shall have to be paid in full even if only parts of the services are utilized. The flat rates shall fall due to the performance of the service.

3. Definition of Terms

The term "**A/C whose holder is the Republic of Austria**" shall mean all those A/C of the Austrian Federal Authorities and Agencies that are registered as such in the Register of A/C.

"**Air Transportation Companies**" shall be air traffic companies for the commercial transportation of persons and goods by aircraft (para 101 lit. a LFG).

"**Ambulance Flights**" shall be flights for the transportation of seriously ill or seriously injured persons who have already received medical treatment or of emergency patients from one hospital to another (under article 2 ZARV 1985 Civil Aircraft Ambulance and Rescue Flight Decree).

"**Cargo Plane**" shall be every aircraft, which transports goods or material and which is no passenger plane.

"**Change of Load**" is the on/off loading or redistribution of load (passengers, baggage, cargo, mail).

"**Code-Share**" refers to various types of operational or commercial arrangements between two or more airlines, whereby the actual flight is operated by only one of these airlines.

The expression "**Duties of Aviation Authorities**" shall in particular denote

- flights in exercise of the surveillance right pursuant to the LFG,
- flights pursuant to article 119 (e) LFG,
- flights for the purpose of testing radio equipment,
- flights for the purpose of determining approach and landing procedures,
- flights of the Federal Aircraft Accident Commission (Flugunfallkommission), and
- flights of the Search and Rescue Services

Sorties under article 145 LFG shall be treated in the same way.

An "**Emergency Case**" shall be a landing in case of a relevant event (e.g. illness or death of a passenger, technical defect at the A/C etc.) or threat of violence.

"**Flight Number**" shall be the designation for a flight which is composed of the (three) two-letter-code (ICAO) and/or which additionally is followed by a figure or letter combination.

"**General Aviation**" are all aircrafts which do not operate regular scheduled or charter flights.

“**Load**” means passengers, baggage, cargo and mail.

Maximum take-off weight (MTOW) - structural Maximum take-off weight of the A/C according to A/C-permission-documents.

“**Passenger**” shall be all persons transported by an A/C with the exception of crew members.

The terms “**passenger**”, “**baggage**”, “**cargo**” and “**mail**” used in the present Tariff Regulations shall include all those persons and goods that are to be transported in the A/C of the A/C-Holder and Air Carrier, respectively.

“**Passenger Plane**” shall be an aircraft with persons on board, who are no crew members, employees of airlines in official function, authorized representatives of a national authority or escort of a consignment.

The item “**PRM**” means **Persons with Reduced Mobility**.

“**Regional Air Traffic**” shall be all scheduled flights with passengers operated from and to Graz which comply with the following criteria:

- 1) Operation with aircrafts equipped with max. 80 passenger seats and a maximum take off weight (MTOW) of max. 40 tonnes.
- 2) A further restriction results from the duration of flight and the distance of the destination. The definition will be set under consideration of objective criterion by the Flughafen Graz Betriebs GmbH.

“**Rescue Flights**” shall be flights for the rescue of persons from immediately imminent danger to their life or health (under art. 2 lit. a) - d) ZARV 1985).

A “**Route Experience Landing**” shall be a landing for the purpose of technically testing the A/C or familiarizing the crew.

A “**Technical Landing**” shall be a landing where no physical change of load occurs neither after the landing nor before the subsequent take-off such as Fuelstop.

“**Test Flights**” shall be flights for the testing of A/C before certification or after the carrying out of maintenance works.

"Training Flights" shall be flights for training purposes under ZLPV and ZP-decree, respectively under the supervision of a flight instructor.

"Transfer-Passengers" are passengers whose flight number changes during their stop over and who physically most of the time have to change aircraft by using the airport facilities.

"Transit-Passengers" shall be passengers whose flight does not change the flight number during its ground stop.

"Trial Flights" shall be flights for the stating of the air-worthiness of the A/C or the operation fitness of pices of the equipment.

The **"weight class A"** - according to the aircraft register of the Federal Republic of Austria - shall comprise one-engine aeroplanes and rotocraft up to 2.000 kg MTOW irrespective of their number of seats.

"Wide-Body Aircraft" is a high capacity aircraft with more than one aisle in the passenger cabin and more than 6 passengers seats per seating row.

"Work Flights" shall be flights in the course of which a working process is carried out which does not consist in transportation or the performance of a flight itself.

Among them shall be in particular: aero-tow flights, spreading and spraying flights and other crop dusting flights, flights for the dropping of parachutists, photo flights, aerial surveying flights as well as workshop and hangar flights (see also under "Test and Trial Flights")

4. Payment of fees/charges

- * On principle it shall be the A/C operator in scheduled and non-scheduled traffic according to the flight number, or the A/C holder under article 13 LFG, that shall be liable for the payment of the fees/charges due.
- * The settlement of fees/charges shall be the liability of the carrier as general debtor under which carrier code/flight number the particular flight is operated. Any resulting reimbursement between the actual operating carrier and its "Code-Sharing-Partner(s)" is up to the carrier who actually operates the flight.
- * If the A/C operator is not known the A/C owner shall be regarded as A/C operator until he has proven who is or was the A/C operator.
- * The fees/charges shall be charged for exclusively in EUR.
- * All tariffs are net exclusive of sales tax (VAT).
- * The fees/charges shall be due immediately and payable in EUR. Any other due date shall require the written agreement of the Civil Aerodrome Operator. All expenses incurred in connection with payment shall be charged to the debtor.
- * Balancing of the debtor's claims against FGB's claims shall be excluded unless
 - a) FGB becomes insolvent and a counter-claim would become part of the bankruptcy assets.
 - b) there exists a legally binding judgment on the counter-claim
 - c) FGB has recognized the counter-claim.
- * In case the due date agreed upon in writing is however not complied with, penalty interest shall be payable by the debtor in the amount of 2 % above the debit interest charged by major Austrian banks at the time in addition to all dunning, lawyer's and collection expenses.
- * The Civil Aerodrome Operator shall reserve the right to demand possible securities such as e. g. guarantee, cash securities, assumption of liability or advance payment before performance.
- * The Civil Aerodrome Operator shall be entitled to determine the debtor according to para 1 and/or to correct errors of calculation, if any, retroactively.

5. Extension of Operating Time

For the provision of necessary equipment and personnel to be rendered on special request out of the official operating time as approved for the Civil Aerodrome Operator according to article 3 (1) of the ZFBO, a flat charge of

EUR 185,56

irrespective of any other charge has to be paid for each 15-minute period or part thereof.

For flights from 11.30 p.m. to 06.00 a.m. local time, for which the traffic handling is claimed, there is to pay besides the above mentioned lumpsum an extra charge of 50 per cent according to section VI, no.2., point b, of the Tariff Regulation.

For a one-time move into or out of the hangar of an A/C for the purpose of hangarage for arrivals and/or departures outside operation hours there is an extra charge of 50 percent according to section VIII., no.2., point c) and d) of the fixed charge to pay.

Irrespective of the above mentioned tariff for extension of operating time for light-movements from 11.30 p.m. to 06.00 a.m. local time the compensation of the costs for enlarged service times of the flight security office - prescribed of the Federal Office of Civil Aviation - has to be charged from Civil Aerodrome Operator against airport users, anyway cost of flight security office have to be paid on causality. The compensation of costs increases themselves in case of frequency of flight moves and shall apply to the present Tariff Regulations.

6. Miscellaneous

For exemptions and reductions see also Section IX.

The Annex 1 (Definition of the Central Infrastructure Facilities) and Annex 2 (List of Ground Handling Services) shall be an integral part of these Tariff Regulations.

The above provision shall apply to all sections of the present Tariff Regulations.

7. Security Charge (SC)

Under the "Federal Law on the Protection against Criminal Acts against Security of Civil Aircraft", Luftfahrtsicherheitsgesetz – LSG 2011 idgF, each air transport company has to pay a security charge in the amount of **EUR 12,00**, for each passenger departing from Graz Airport for whom also the passenger service fee applies.

The payment of the security charge is subject to the payment arrangements for payment of fees/charges according to Abs. 4 "Payment of fees/charges" in I "General Provisions" of the respective tariff regulations in force.

8. Incentives

If the committed assumptions meet the requirements of the "**Incentive Programme for Graz Airport**" the Civil Aerodrome Operator reserves his right to grant incentives. The basic claim of an airport user (air traffic company or aircraft owner) to grant an incentive for the payment of a fee or charge arises, when a written contract for the granting of an incentive has been signed as well as the fulfillment of the added preconditions for the respective incentive has been proved. The Incentive Programme can be requested by Flughafen Graz Betriebs GmbH and is no part of this Tariff and Charges Regulation.

II.

LANDING FEE

1. General

A fee shall be payable for the use of the landing facilities and installations (including lighting facilities and installations), for the use of A/C parking positions within the free parking time, for the marshalling in and out of the A/C, for the positioning and removing of chocks in case of A/C of over 4.000 kg MTOW as well as of the cargo facilities generally available.

The basic claim of the Civil Aerodrome Operator to this fee shall arise the moment the A/C touches the ground of this Civil Aerodrome. For flights requiring the operation of lighting installations as well as any other technical landing assistance appliances (e.g. VASIS) are liable to a fee even though no landing takes place at Graz Airport.

It is the responsibility of the airline or the aircraft operator / holder / owner to inform the airport operator of the basis for assessment as mentioned in Section 2. – which is the MTOW – by means of an official document issued by the regulatory authority. If the MTOW is not sufficiently documented, the highest known MTOW for this aircraft type will be used for tariff calculations. Increases of the MTOW for every aircraft are to be made known and documented to the airport operator immediately. The airport operator reserves the right to apply subsequent billing to movements in which the aircraft was certified with a higher MTOW. Reductions of the MTOW for every aircraft are to be made known and documented to the airport operator immediately. The airport operator will consider the reduction as soon as they are known and documented. Subsequent billing does not apply to MTOW reductions.

2. Basis of Assessment and Rates

Die Bemessungsgrundlage für den zu entrichtenden Landetarif bildet das Höchstabfluggewicht (MTOW).

a) Landing Fee up to 4.000 kg MTOW

The basic fee per landing shall be:

	to 1.000 kg	EUR 8,43
above 1.000 kg	to 1.500 kg	EUR 14,94
above 1.500 kg	to 2.000 kg	EUR 24,88
above 2.000 kg	to 2.500 kg	EUR 41,25
above 2.500 kg	to 3.000 kg	EUR 49,44
above 3.000 kg	to 3.500 kg	EUR 57,62
above 3.500 kg	to 4.000 kg	EUR 65,78

b) Landing Fee above 4.000 kg MTOW

The Landing Fee for each landing shall be per ton MTOW or part thereof

(e.g. 4.001 kg = 5t):

above 4 t	to 200 t	EUR 16,63
above 200 t	to 270 t	EUR 14,94
above 270 t	to 320 t	EUR 13,99
above 320 t		EUR 12,74

however not less than the highest rate in the next lower weight category.

c) Landing Fee for regional air traffic

(definition in Section I, para 3."Definition of Terms")

The Landing Fee per landing shall be: **85 %**
 of the respective Landing Fee applicable under b).

III.

PASSENGER SERVICE FEE

1. General

Departing passengers shall be charged a fee for the use of the passenger terminal buildings, including all their facilities and installations, as well as implementation of regulations set out by EU Aviation Security VO Nr. 300/2008.

The basic claim of the civil aerodrome operator to this charge shall arise with the acceptance for transportation.

For determining the bases of assessment stated under item 2 the flight operator or the A/C holder or the air carrier or the A/C owner shall have to provide the civil aerodrome operator with adequate data.

2. Bases of Assessment and Rates

The basis of assessment for the passenger service charge to be paid shall be the number of departing passengers.

a) Passenger Service Charge for passengers in international air traffic who use the terminal building:

The charge shall be per passenger	EUR 12,77	
in conjunction with PRM – Fee (see IIIA.) consequently		EUR 13,28

b) Passenger Service Charge for passengers in regional air traffic:

The charge shall be per passenger	EUR 10,97	
in conjunction with PRM – Fee (see IIIA.) consequently		EUR 11,48

c) Passenger Service Charge for transfer-passengers and for passengers who use the General Aviation Center (GAC):

The charge shall be per passenger	EUR 8,92	(international)	
in conjunction with PRM – Fee (see IIIA.) consequently			EUR 9,43
	EUR 4,52	(national)	
in conjunction with PRM – Fee (see IIIA.) consequently			EUR 5,03

Not included in the basis of assessment shall be

- A. Children under two years.
- B. Transit passengers who are using the terminal building including its facilities and installations in the course of a technical A/C failure connected with a change of A/C.
- C. Passengers carried by an aircraft of the weight class A
- D. Personnel of air transportation companies on duty travel holding a free ticket as well as persons having government request status connected with a 100 % exemption from the air fare.
- E. Persons whose presence aboard an A/C is absolutely necessary during training-, work-, test- and trial flights.
- F. Parachutists when departing for bailing out.
- G. Persons whose presence aboard an A/C is absolutely necessary during flight rescue and flight ambulance operations in performing their medical tasks (e.g doctors, medical personnel).
- H. Persons whose presence aboard an A/C is absolutely necessary during sorties.

IIIA.

PRM - Fee

1. General

According to article 8 (1) of the EU – Regulation 1107/2006 the managing body of an airport is responsible for ensuring the provision of assistance specified in Annex I to disabled persons and persons with reduced mobility. For the purpose of funding this assistance a tariff on airport users is levied.

The basic claim of the Civil Aerodrome Operator to this charge shall arise with the acceptance for transportation.

2. Bases of Assessment and Rates

The assessment basis for the PRM – Fee in the amount of **EUR 0,51** is the number of departing passengers and shall be collected in connection with the PASSENGER SERVICE FEE (see section III. "Passenger Service Fee).

IV.

PARKING FEE

1. General

A charge shall be payable for the use by an A/C of the parking area of the Civil Aerodrome Operator. The claim of the Civil Aerodrome Operator to that charge shall accrue at the moment the A/C has been parked or is being moved to the parking position.

2. Bases of Assessment and Rates

2.1 After expiration of the free parking period (= 4 hours) the tariff per 24-hour-period or part thereof (calculated as per beginning of actual block-to-block time) shall be:

a) For A/C with the MTOW

	to 4.000 kg	20%
above 4.000 kg	to 10.000 kg	15 %

of the respective Landing Fee applicable.

b) For aircraft with the MTOW

above 10 t	10 %
------------	------

of the respective Landing Fee applicable however not less than the rate under a) up to 10.000 kg MTOW.

2.2 For A/C permanently parked at the airport a special agreement can be signed for a guaranteed parking position with securing possibilities for the parked A/C depending on the positions available.

V.

INFRASTRUCTURE FEE

1. General

The carrier/aircraft operators are liable for the payment of a fee to Graz Airport for the use of the "central infrastructure facilities" according to § 1 no. 7 and Art. 5 Subsec. 4 FBG.

The basic claim of the civil aerodrome operator to this charge shall arise with the positioning of the aircraft on the Graz Airport.

The definition of the "central infrastructure" of Graz Airport can be found in Annex 1 of the Tariff Regulations.

The regional tariff is not applicable to the infrastructure fee.

The infrastructure fee is divided according to the provision of infrastructure-facilities and installations, namely:

A: Infrastructure Fee „Passenger“

For the allocation to and utilization of infrastructural facilities and installations by an airline respectively its handling agent (airline/supplier of ground handling services) for the supply of passenger-handling services according to FBG and for the utilisation of these installations by the passenger, a fee is payable

The basic claim of the Civil Aerodrome Operator to this fee shall arise from accepting the passenger for transport respectively from the allocation of the handling-facilities of an airline respectively its handling agent (airline/supplier of ground handling services).

B: Infrastructure Fee „Ramp“

For the provision and utilisation facilities and installations which are used for the supply of ground handling services according to FBG, a fee is payable.

The basic claim of the Civil Aerodrome Operator to this fee shall arise from positioning the aircraft of the main apron at Graz Airport.

The classification of an aircraft into a tariff group shall be made on the basis of the MTOW.

The infrastructure fee is charged as soon as a Ground Handling Service is performed by the Graz Airport or by any self - handling company.

C: Infrastructure Fee for "General Aviation"

2. Bases for Assessment and Rates

A: Infrastructure Fee „Passenger“

The assessment basis for the infrastructure fee „Passenger“ is the number of the departing passengers and shall be collected in connection with the PASSENGER SERVICE FEE

The fee shall be per departing passenger **EUR 1,50**

B: Infrastructure Fee „Ramp“

The assessment basis for the „airside“ infrastructure fee is the provision and utilisation of infrastructures for an aircraft within the scope of the supply of ground handling services according to FBG.

For scheduled and charter flights the following tariffs are valid:

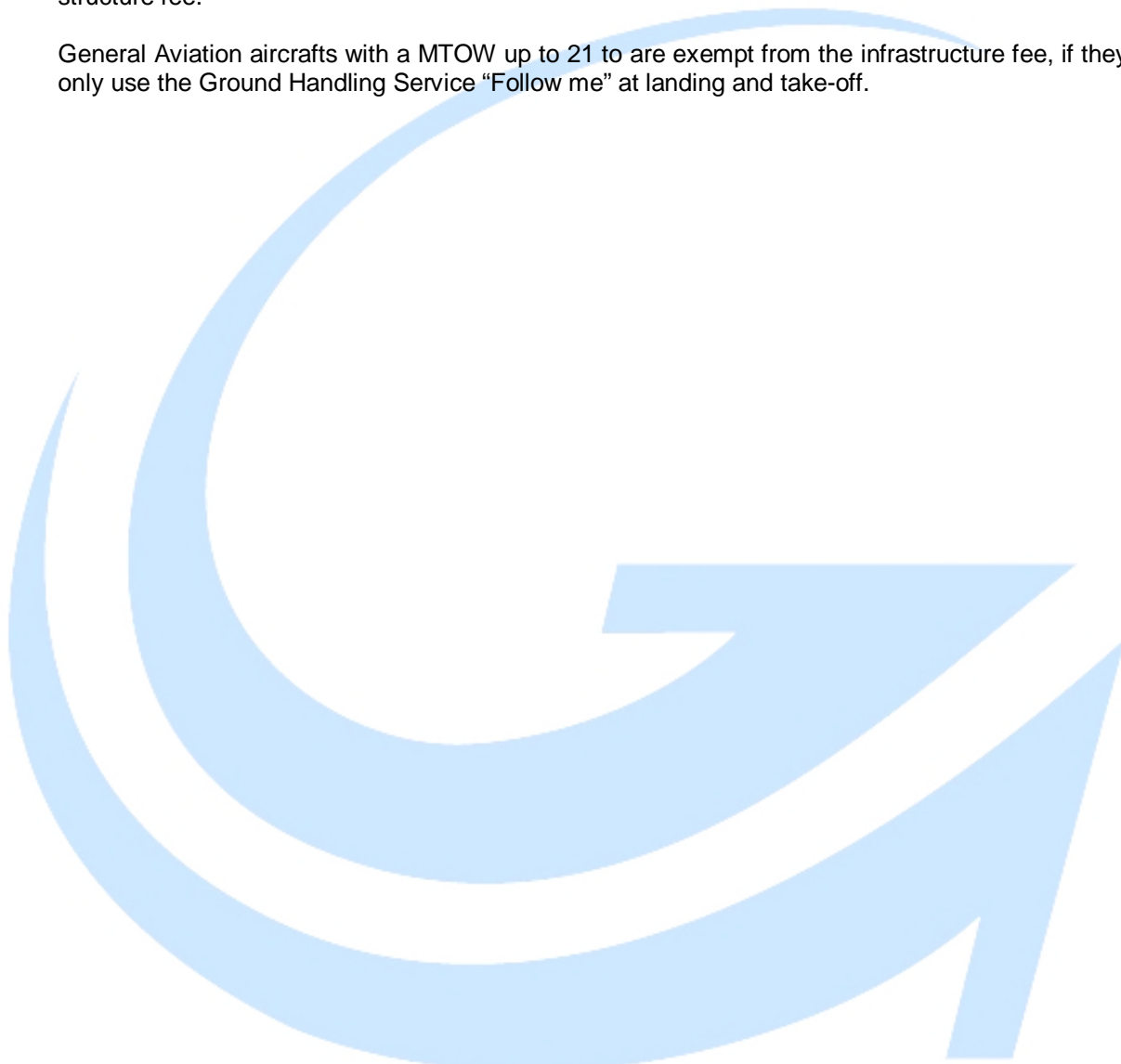
Tariff-Groups	Maximum Take-off weight in to	Infrastructure Fee
1	to 10	EUR 24,85
2	above 10 to 18	EUR 44,17
3	above 18 to 25	EUR 52,31
4	above 25 to 40	EUR 83,76
5	above 40 to 58	EUR 129,42
6	above 58 to 79	EUR 162,23
7	above 79 to 100	EUR 191,57
8	above 100 to 130	EUR 231,98
9	above 130 to 155	EUR 273,00
10	above 155 to 200	EUR 346,61
11	above 200 to 270	EUR 468,28
12	above 270	EUR 645,76

C: Infrastructure Fee for General Aviation

For General Aviation aircrafts weighing under 22 to MTOW using a Ground Handling Service the infrastructure fee will be charged at a flat rate of **EUR 25,31**

Aircrafts of the General Aviation weighing under 4 to MTOW are generally exempt from the infrastructure fee.

General Aviation aircrafts with a MTOW up to 21 to are exempt from the infrastructure fee, if they only use the Ground Handling Service "Follow me" at landing and take-off.



VI.

CHARGES FOR GROUND HANDLING SERVICES (BAD)

1. General

A charge shall be payable for the performance by the Civil Aerodrome Operator according to article 14 (2) of the ZFBO of Ground Handling Services as laid down in article 14 (1) of the ZFBO and for the use of services, facilities and equipment (Annex 2; List of Ground Handling Services).

The charge is payable if an a/c of above 22 t MTOW or with a flight number lands or takes off.

If ground handling services are rendered to users – upon their special request – of a/c up to 22 t MTOW and without flight number, the tariff for these services shall be calculated according to the rates for Single Services, Section VII, charges for Single Services.

Ground Handling Services shall comprise:

1. Ramp Handling Charge
2. Traffic Handling Charge
3. Charges for Single Services

The claim of the Civil Aerodrome Operator to the respective charge for Ramp and/or Traffic Handling shall accrue from performance of the first activity necessary for it, and for Single Services, upon receipt of order even though no landing takes place at Graz Airport.

2. Separate Handling

If the landing and take-off of an a/c are no longer immediately connected (overnight, interruption of flight, positioning etc.) an addition of 20% of the handling charge for separate handling can be charged..

The immediate connection between landing and take off of an a/c is no longer valid as the ground time is more than 6 hours.

3. Bases of Assessment and Rates

The charge due for Ramp Handling and Traffic Handling shall be assessed on the basis of the MTOW per ton or part thereof. A/C shall be classified in the respective tariff according to the applicable MTOW.

The tariff shall be:

a) **Ramp Handling Charge:**

Tariff-Groups	Maximum Take-off weight in to	Ramp Handling Charge
1	up to 6	EUR 139,26
2	above 6 to 10	EUR 226,41
3	above 10 to 18	EUR 342,14
4	above 18 to 25	EUR 440,31
5	above 25 to 40	EUR 704,29
6	above 40 to 58	EUR 1.089,98
7	above 58 to 79	EUR 1.369,80
8	above 79 to 100	EUR 1.612,04
9	above 100 to 130	EUR 1.933,14
10	above 130 to 155	EUR 2.253,66
11	above 155 to 200	EUR 2.903,11
12	above 200 to 270	EUR 3.865,36
13	above 270	EUR 5.427,59

b) Traffic Handling Charge:

Tariff-Groups	Maximum Take-off weight in to	Ramp Handling Charge
1	up to 6	EUR 87,62
2	above 6 to 10	EUR 146,19
3	above 10 to 18	EUR 234,80
4	above 18 to 25	EUR 284,87
5	above 25 to 40	EUR 442,09
6	above 40 to 58	EUR 680,28
7	above 58 to 79	EUR 856,14
8	above 79 to 100	EUR 1.002,96
9	above 100 to 130	EUR 1.202,82
10	above 130 to 155	EUR 1.411,32
11	above 155 to 200	EUR 1.810,96
12	above 200 to 270	EUR 2.395,19
13	above 270	EUR 3.355,07

VII.

CHARGES FOR SINGLE SERVICES

Single Services shall be those services rendered by the Civil Aerodrome Operator which either exceed the global services referred to in section VI. a) and b) - Ramp and/or Traffic Handling or which can in special addition be provided to holders of an A/C upon special request.

The unit of assessment for equipment and services rendered shall be one drive (there and/or back), 15-minute-period or part thereof, or one operation, etc.

Charges for Single Services:

- a) The charges for equipment and vehicles used in connection with Ramp Handling

The charges for single services are listed in Annex 3.

All vehicles and equipment are on principle provided together with personnel of the Civil Aerodrome Operator.

- b) The charges for the provision of equipment and vehicles not used in Ramp Handling as well as of material and manpower shall in each case be determined by the Civil Aerodrome Operator and notified by posting

VIII.

HANGAR CHARGE

1. General

A charge shall be payable in compensation of garaging A/C in a hangar provided according to § 12 Zivilflugplatzbetriebsordnung (ZFBO).

An A/C may be moved in and/or out of the hangar only by the Civil Aerodrome Operator.

The title of the Civil Aerodrome Operator to that charge shall accrue from the time the former takes charge of the A/C for the purpose of hangarage.

2. Bases of Assessment and Rates (at not-heated hangars)

The basis of assessment for the charge to be paid shall be the MTOW.

a) The charge shall be: for a/c with the MTOW:

	Up to 4.000 kg	EUR 10,45
--	----------------	-----------

per 500 kg or part thereof and per 24-hour-period or part thereof

above 4.000 kg	to 10 t	EUR 20,77
above 10 t		EUR 22,33

per ton or part thereof and per 24-hour-period or part thereof.

b) The monthly flat rate shall be: for an A/C with the MTOW:

	Up to 4.000 kg	EUR 187,02
--	----------------	------------

per 500 kg or part thereof and per calendar month

above 4.000 kg	to 10 t	EUR 311,74
above 10 t		EUR 333,01

per ton or part thereof and per calendar month.

The monthly flat rate shall only be granted by the Civil Aerodrome Operator if sufficient garaging space is available and written application is in hand.

- c) The charge for single moving in or out of the hangar of an A/C for the purpose of hangarage shall be: for an A/C with the MTOW:

up	to 2.000 kg	EUR 8,32
above 2.000 kg	to 4.000 kg	EUR 16,69
above 4.000 kg	to 10 t	EUR 33,37
above 10 t		EUR 66,15

- d) The charge for single moving in or out of the hangar of an A/C in combination to drag the A/C from / to the parking space shall be: for an A/C with the MTOW:

above 4.000 kg	to 10 t	EUR 49,45
above 10 t		EUR 92,74

- e) The moving in or out of the hangar of an A/C for the purpose of carrying out works by outside companies is calculated with the rates for Single Services (see sec.VII. Charges for Single Services).

The moving in or out of the hangar of an helicopter must be done by authorized staff of the owner.

IX.

EXEMPTIONS AND REDUCTIONS

1. General

For the kinds of fees/charges listed under Section II. - V. as well as under Section VI listed flat rates the following exemptions or reductions shall be applicable under certain conditions.

The basic claim of the user (Air Traffic Company or A/C-Holder) to an exemption from and/or reduction on the fee/ charge to be paid shall arise when it is proved that the condition tied to the respective fee/charge in question prevails.

A reduction can only be claimed for one reason and not for several ones per kind of fee/charge and this reduction shall be valid only for the fee/charge it is intended for.

2. Bases of Assessment and Rates

The rate of exemption (=100 % reduction) or reduction shall be calculated for each kind of fee/charge

- Landing Fee	=	LF
- Passenger Service Fee	=	PSF
- Parking Fee	=	PF
- Infrastructure Fee	=	ISF
- Ramp-Handling-Charge	=	RHC
- Traffic-Handling-Charge	=	THC

in a rate of percentage as reduction on the calculated sum of fees/charges.

Those kinds of fees/charges which are to be paid in full shall be indicated by "0" and those for which no fee/charge is applicable in this weight category by "-".

The rate of reduction per kind of fee/charge shall be:

Condition for Exemption or Reduction	LF - 4 t	LF + 4 t	PSF	PF	ISF	RHC	THC
1. A/C whose holder is the Republic of Austria	50	50	-	100	-	-	-
2. A/C performing:							
2.1. duties of Aviation Authorities	100	100	100	0	-	-	-
2.2. Sorties under article 145 LFG	100	100	-	0	-	-	-
2.3. Rescue Flights	50	50	-	0	50	-	-
2.4. Ambulance Flights	0	0	0	0	0	-	-
3. A/C of air transportation companies for the purpose of training for Route Experience Flights, Instruction and Training Flights	50	50	0	0	0	-	-
4. A/C with flight number in the event of:							
4.1. Emergency Cases	50	50	50	0	50	50	50
4.2. Bomb Threat	50	50	50	0	50	50	50
4.3. Technical Landing	50	50	-	0	50	50	50
4.4. Return-Landing within one hour	100	100	100	0	50	50	50
4.5. Return-Landing after more than one hour	0	0	0	0	0	50	50
4.6. Return-Landing and Reloading in the Relief A/C:							
4.6.1. A/C returned within one hour	100	100	-	0	100	100	100
4.6.2. A/C returned after more than one hour	0	0	-	100	100	100	100
4.6.3. Landed Relief A/C	0	0	0	0	50	50	50
5. A/C used for Training in General Aviation for the Purpose of:							
5.1. Acquisition of a private or professional pilot's licence	50	50	0	0	-	-	-
5.2. Extending a ZL-Schein	50	50	0	0	-	-	-

	Condition for Exemption or Reduction	LF - 4 t	LF + 4 t	PSF	PF	ISF	RHC	THC
6.	Gliders and Parachutes (but not Motor Gliders)	100	-	-	0	-	-	-
7.	A/C which are parked for less than four hours	-	-	-	100	-	-	-
8.	Passenger Service Fee for General Aviation: Passenger in A/C with weight class "A"	0	-	100	0	-	-	-
9.	Cargo flights with A/C MTOW 40 to and above	-	-	-	-	-	25	40

The reductions under items 2., 3. and 4.3. through 4.6. and 5 shall be only applicable if flights have been expressly registered as such with the Civil Aerodrome Operations Controller prior to or, at the latest, immediately after occurrence of the event and if, particularly for the purpose of settling of accounts, the Civil Aerodrome Operator has been notified of the flight type quoted under item 3. and 5 and of the data relevant for the training (air transportation company, A/C, flight instructor and student pilot).

No reductions listed under item 3. and 5. will be granted, if such flights will be operated between Saturday 12:00 a.m. and Sunday 11:30 p.m. (local time) and respectively on public holidays.

Generally no reductions will be granted for flights between 10:00 p.m. and 12:00 p.m. and between 00:00 and 06:00 a.m. (local time).

The rates of reduction listed under item 3. shall be applicable only if the flights serve the sole purpose of instruction and/or training of an aircraft crew.

Special arrangements can be made with the Civil Aerodrome Operator for instruction and training programmes extending over a lengthy period of time as well as in case an Air Traffic Company undertakes to carry out its instruction and training flights exclusively at this Civil Aerodrome

ANNEX 1

Definition

of the central infrastructure facilities

DEFINITION OF THE CENTRAL INFRASTRUCTURE FACILITIES

1. Service Item: Marshalling Equipment

Provision of:

- Equipment for the marshalling of aircraft.

2. Service Item: Supply and Disposal Systems

2.1. Toilet Waste

2.1.1. Toilet Waste Filling Station

Provision of:

- Water supply connection
- Connection pipes with appropriate fittings
- Manipulation surface

2.1.2. Toilet Waste Disposal Station

Provision of:

- Manipulation surface
- Emptying point for toilet waste with inlet pipe into drainage system
- Toilet waste tank cleaning
- Sewerage pipes to toilet waste storage point

2.2. Fresh Water

2.2.1. Fresh water station

Provision of:

- Manipulation surface for the fresh water filling station
- Water supply connection
- Connecting pipes with appropriate fittings
- Water
- Germinate fluid
- Drinking water emptying point with sewage connection
- Electricity and heating of the filling station

2.2.2. Fresh water trucks and personnel

Provision of:

- Fresh water trucks
- Fresh water truck parking position in the airport maintenance building
- Attendance and maintenance services
- Fuel
- Electricity and Heating/Cooling of the parking position

2.3. Central Refuse collection equipment and environmental control

Provision of:

- Sheltered refuse collection area
- Several containers for the refuse
- Lighting of the refuse collection area
- Personnel costs for the control of the refuse collection
- Manipulation surface for the disposal of the refuse

Graz Airport has implemented a concept for separating refuse. The random control of aircraft with regard to the legislated refuse separation is an integral part of this concept and is therefore a duty of the central infrastructure.

3. Service Item: Baggage Conveying facilities including Central baggage sorting area

3.1. Sorting Equipment for departing Baggage (departure)

Provision of:

- Sorting area
- Conveyor belts including the appropriate area
- Platform balance
- Personnel necessary for the operation of the equipment
- Attendance and maintenance services
- Electricity and Heating/Cooling

3.2. Baggage Delivery Equipment (Arrivals)

Provision of:

- Manipulation surface for incoming baggage
- Conveyor belts including the appropriate area
- Personnel necessary for the operation of the equipment
- Attendance and maintenance services
- Electricity and Heating/Cooling

4. Service Item: Storage and Filling facilities for Aircraft De-icing fluid

Provision of:

- Manipulation surface for storage and filling facilities
- Filling pump
- Container for aircraft de-icing fluid
- Maintenance
- Electricity

Storage of the water necessary for de-icing and filling the de-icing vehicles with the water necessary for de-icing:

Provision of:

- Manipulation surface in the airport maintenance building
- Water processing equipment (incl. decalcifying)
- Water heating container
- Pumps and filling facilities
- Maintenance
- Electricity and Heating/Cooling

5. Service Item: Check-in facilities

Provision of:

- Check-in counters inclusive of necessary weighing and conveying equipment
- Necessary area for counters

The administration and operation of all the above-mentioned infrastructural facilities is done by the airport operator.



ANNEX 2

List

of Ground Handling Services

These services are in accordance with the recommendations
Edition January 2008, of IATA-SGHA (STANDARD GROUND HANDLING AGREEMENT)
considering local conditions.

LIST OF GROUND HANDLING SERVICES

The following definition of the content of services marked as (RHC) for Ramp Handling Charge, (**THC**) Traffic Handling Charge, is binding for the range of services provided by the Ground Handling Services of Graz Airport.

All services which are not included in the List of Ground Handling Services will be Single Services and are marked with (**SS**). These Services will be invoiced according to the List of Single Services (Annex 3).

Services marked as **ISF** are Infrastructure services. Those marked with **PSF**, **LF** and **PRM** are to do with fees which are written in the Tariff Regulations.

Services marked with **SC** are provided in line with the "Federal Law on the Protection against Criminal Acts against Security of Civil Aircraft" Luftfahrtsicherheitsgesetz for the Federal Ministry of Internal Affairs and are included in the security charge (SC).

Services marked with „X“ are not provided by Graz Airport and accordingly their fulfilment is not in the area of responsibility of the civil aerodrom operator.

The following flat rate charges are indivisible and to be paid in full even when only part of the service is used.

Principle:

The carrier will be informed immediately of any damages occurring in the aircraft or of the load regardless of the reason and time.

Important information:

Text in *cursive* typeface in annex 2 differs from IATA Edition 2008.

Text marked with an asterisk * in annex 2 are specified in individual annex or attachment(s).

SECTION 1 - REPRESENTATION, ADMINISTRATION AND SUPERVISION		SS	1.3.1	a) Supervise b) Co-ordinate services contracted by the Carrier with third party(ies)
		SS	1.3.2	Ensure that the third party(ies) is (are) informed about operational data, and Carrier's requirements in a timely manner.
	1.1 General			
X	1.1.1	SS	1.3.3	Liaise with the Carrier's designated representative
		SS	1.3.4	Verify availability and preparedness of staff, equipment, Loads, documentation and services of the third party(ies) to perform the services
THC	1.1.2			
THC	1.1.3	SS	1.3.5	Meet aircraft upon arrival and liaise with Crew.
PSF	1.1.4	SS	1.3.6	Decide on non-routine matters
		SS	1.3.7	Verify dispatch of operational messages.
	1.2 Administrative Functions	SS	1.3.8	Note irregularities and inform the Carrier.
SS	1.2.1			
SS	1.2.2			
SS	1.2.3			
		SS	1.4.1	1.4 Station Management Provide representative on behalf of the Carrier to act a) exclusively b) non-exclusively
		X	1.4.2	The handling company is authorised to represent Carrier's interest with regard to resolving governmental and local authorities matters
		SS	1.4.3	Attend local airport meetings on behalf of the Carrier a) report to the Carrier results/contents of the meetings b) Act, vote and commit on behalf of the Carrier
		SS	1.4.4	The handling company will be authorised to a) solicit b) negotiate c) commit services on behalf of the Carrier, with expenditure/commitment limit to be specified* 1) airport lounges 2) baggage delivery services 3) janitorial 4) newspapers delivery 5) laundry services 6) porters 7) other as specified*
THC	1.2.4			
SS	1.2.5			
X	1.2.6	X	1.4.5	Negotiate and secure slot(s) and airport facilities, as available, on behalf of the Carrier
		X	1.4.6	Liaise with relevant local and Government authorities to ensure that all necessary permits and licenses are applied for, negotiated and secured in advance of each seasonal/operational change.
	1.3 Supervision and/or Co-ordination of Services Contracted by the Carrier with Third Party(ies)			

SS	1.4.7	Perform and report (KPI- key performance indicators) quality/performance measurements	Rent	2) service counter(s) / desk(s) for other purposes,
			SS	3) lounge facilities,
THC	1.4.8	Handle the contents of Carrier's company mail pouches	X	4) porter services,
			SS	5) other services as specified *
			THC	2.1.10 Perform on behalf of the Carrier the following sales functions
			SS	a) reservations
			SS	b) issuance of transportation documents
			SS	c) e-ticketing as specified *
SECTION 2 - PASSENGER SERVICES				
	2.1	General		2.2
				Departure
PSF	2.1.1	Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport by digital readouts	THC	2.2.1 Perform pre-flight editing
THC	2.1.2	Make arrangements for stopover, transfer and transit passengers and their baggage and inform them about services available at the airport.	THC	2.2.2 Check and ensure
	2.1.3	When requested by the Carrier		a) that tickets are valid for the flight(s) for which they are presented. The check shall not include the fare.
		a) Provide or		b) that tickets presented are not blacklisted in the industry ticket service data base. Blacklisted documents shall not be honoured and immediately reported to the Carrier.
		b) arrange for special equipment, facilities and specially trained personnel, as available, for assistance to	THC	2.2.3 a) Check travel documents for the flight(s) concerned. In the event that the Handling Company does not have access to information that verifies via validities the Handling Company will not have liability. The Handling Company shall not be liable for immigration fines in the event of non-bona fide travel documents or other events which are outside of their control.
THC		1) unaccompanied minors		b) Enter required passenger and/or travel document information into Carrier's and/or government system. (as far as possible to process it with local EDP-System or Carrier's system)
PRM		2) persons with reduced mobility (PRMs)		
SS		3) VIP's		
X		4) transit without visa passengers (TWOVs)		
THC		5) deportees (only b)		
SS		6) special medical transport		
SS		7) others, as specified *		
		<i>Additional costs may be recharged to the Carrier</i>		
THC	2.1.4	Assist passengers when flights are interrupted, delayed or cancelled.		
THC	2.1.5	If applicable, arrange storage of baggage in the Customs' bonded store (any fees to be paid by the passenger).	THC	2.2.4 a) Weigh and/or measure checked and/or cabin baggage,
THC	2.1.6	a) Notify the Carrier of complaints and claims made by the Carrier's passengers.		b) Record baggage figures for
SS		b) Process such claims		1) initial flight
				2) subsequent flight(s)
THC	2.1.7	Handle lost, found and damaged property matters	THC	2.2.5 Excess baggage
		a) accept baggage irregularity reports	SS	a) determine excess baggage
		b) enter data into baggage tracing system	SS	b) issue excess baggage ticket
		c) maintain baggage tracing system files for period as specified *		c) collect excess baggage charges
SS		d) make payments for incidental expenses	THC	2.2.6 Tag checked and/or cabin baggage for
		e) arrange for delivery of delayed baggage to passengers		a) initial flight
		f) handle communications with passengers	ISF	2.2.7 Effect conveyance of checked baggage to the baggage sorting area
THC	2.1.8	Report to the Carrier any irregularities discovered in passenger and baggage handling.		<i>Additional costs for baggage requiring special handling may be recharged to the Carrier</i>
	2.1.9	a) Provide or		
		b) Arrange for		
ISF		1) check-in position(s),		

THC	3.1.7	Transfer baggage a) Provide or b) Arrange for	RHC	3.6.2	a) Provide or b) Arrange for 1) passenger <i>up to 80 passengers 2 trips are free of charge</i> <i>81 up to 160 passengers 3 trips are free of charge</i> <i>161 up to 240 passengers 4 trips are free of charge</i> <i>from 241 passengers 5 trips are free of charge</i>
RHC		1) Sortation of transfer baggage			
ISF		2) Storage of transfer baggage prior to dispatch (storage time limits to be specified *)			
X		3) transport of transfer baggage to the sorting area of the receiving Carrier			
RHC	3.1.8	Handle crew baggage as specified*	SS		2) crew transport between aircraft and airport terminals.
	3.2	Marshalling			
ISF	3.2.1	a) Provide or b) Arrange for marshalling at arrival and/or departure.	RHC	3.6.3	a) Provide or b) Arrange for equipment for loading and/or unloading.
	3.3	Parking			
RHC	3.3.1	a) Provide b) Position and/or remove wheelchocks.	RHC	3.6.4	a) Provide or b) Arrange for delivery and pick-up of 1) Baggage 2) Mobility devices at aircraft doors or other agreed points to be specified*
X	3.3.2	Position and/or remove a) landing gear locks b) engine blanking covers c) pitot covers d) surface control locks e) tailstands and/or aircraft tethering f) other items as specified * (e.g. safety cones)	SS	3.6.5	a) Provide or b) Arrange for assembly of and transport of 1) baggage 2) cargo 3) mail 4) documents 5) company mail between agreed points on the airport
RHC	3.3.3	a) Provide b) Arrange for c) Operate ground power unit <i>(Provision of GPU in excess of 45 minutes will be charged separately)</i>	RHC	3.6.6	a) Unload aircraft, returning lashing materials to the Carrier b) Load and secure Loads in the aircraft <i>(Cost for lashing materials may be recharged to the Carrier)</i> c) Operate in-plane loading system <i>training by the carrier is mandatory (not provided for cargo only aircraft)</i>
	3.4	Cooling and Heating			
X	3.4.1	a) Provide b) Arrange for c) Operate cooling unit	SS	3.6.7	Redistribute Loads in aircraft
SS	3.4.2	a) Provide b) Arrange for c) Operate heating unit	RHC	3.6.8	Open, close and secure aircraft hold doors a) aircraft lower deck b) aircraft main deck
	3.5	Ramp to Flight Deck Communication			
RHC	3.5.1	Provide headsets	SS	3.6.9	a) Provide or b) Arrange for ballast
RHC	3.5.2	Perform ramp to flight deck communication a) during tow-in and/or push-back b) during engine starting c) for other purposes	SS	3.6.10	a) Provide or b) Arrange for safeguarding of all Loads requiring special handling (e.g. valuables) during 1) loading/unloading 2) transport between aircraft and designated point on the airport
	3.6	Loading and Unloading			
RHC	3.6.1	a) Provide b) Arrange for c) Operate 1) passenger steps 2) flight deck steps 3) loading bridges	SS	3.7.1	a) Provide or b) Arrange for c) Operate air start unit
X					
	3.7	Starting			

	3.8 Safety Measures		
RHC	3.8.1 a) Provide or b) Arrange for fire-fighting and other protective equipment (only if specified *)		b) dispose of litter <i>provided that the waste is separated according to austrian law of waste management (separate paper, plastics, cans and non-recyclable waste)</i> c) clear waste from seat back stowage's and racks d) wipe crew tables e) clean seats f) mop floor g) clean flight deck inside windows, <i>if requested</i>
SS	3.8.2 Perform safety/ground damage inspection a) immediately upon arrival b) immediately prior departure 1) doors and panels 2) Other inspection items as specified*. And communicate the results to flight crew or Carrier's representative	RHC	3.11.2 Clean passenger and crew compartments (other than flight deck) a) empty ash trays b) dispose of litter <i>provided that the waste is separated according to austrian law of waste management (separate paper, plastics, cans and non-recyclable waste)</i> c) clear waste from overhead stowages d) wipe tables e) clean and tidy seats, seat belts, seat back pockets and passenger service units <i>(clean and tidy seat back pockets will be charged additionally)</i> f) clean floors (carpets and surrounds) <i>by vacuum cleaning</i> g) empty and clean refuse bins h) clean surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds) i) remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains j) clean telephones, fax machines, LCD screens and other equipment
	3.9 Moving of Aircraft		
SS RHC	3.9.1 a) Provide or b) Arrange for tow-in and/or push-back tractor		
RHC SS	3.9.2 a) Towbar to be provided by the Carrier b) Towbar to be provided by the Handling Company		
SS	c) Store and maintain towbar(s) provided by the Carrier		
SS SS	3.9.3 a) Tow in and/or push back aircraft b) Tow aircraft between other agreed points		
X	c) Provide authorised cockpit brake operator in connection with towing		
SS	d) Provide wing-walker(s)		
	3.10 Exterior Cleaning		
SS X X X X	3.10.1 Perform cleaning in accordance with Carriers written instructions a) flight deck windows b) cabin windows c) aircraft integral steps d) slats and leading edges e) wings 1) upper surface 2) lower surface	SS	
X	f) flaps (extended) 1) upper surface 2) lower surface	SS	3.11.3 Clean cabin windows
X	g) ailerons 1) upper surface 2) lower surface	SS	3.11.4 Clean a) cargo compartments b) ULDs
X	h) engine nacelles and pylons	RHC	3.11.5 Fold and stow blankets
X	i) fuselage 1) upper surface 2) lower surface	SS	3.11.6 Make up berths
X	j) horizontal stabiliser	SS	3.11.7 Change a) head rest covers b) pillow covers Covers to be supplied by the Carrier
X	k) vertical stabiliser		
X	l) landing gear	SS	3.11.8 Collect and/or distribute in a) cabin b) toilets items provided by the Carrier
X	m) wheel well		
	3.11 Interior Cleaning		
Indication:	<i>So far as it's not differently defined in the following „waste“ refers to „sorted waste“ in the opinion of the AWG BGBl.325/1990 i.d.g.F. The acceptance of „not sorted waste“ is possible against separate payment</i>	SS	3.11.9 Disinfect and/or deodorize aircraft with a) materials provided by Carrier b) materials provided by Handling Company
RHC	3.11.1 Clean flight deck, if specified, under the control of a person authorised by the Carrier a) empty ash trays	RHC X	3.11.10 a) Remove b) Destroy food and material left over from incoming flights
		X	3.11.11 a) Provide or

		action to pilot-in-command in case of operational irregularities, taking into account the meteorological conditions, the ground services and facilities available, aircraft servicing, possibilities and the overall operational requirements			
	4.4	FLIGHT OPERATIONS - Flight Preparation at the Airport of Departure			
THC	4.4.1	a) Provide or b) Arrange for meteorological documentation and aeronautical information for each flight		X	4.6 FLIGHT OPERATIONS – En-route Flight Assistance
THC	4.4.2	Deliver documentation to the aircraft			4.6.1 Monitor movement of the flight a) within b) beyond VHF range and provide all possible assistance as necessary. Inform the Carrier of flight progress, any irregularities and actions taken.
SS	4.4.3	Analyse the operational conditions and a) prepare b) request c) sign d) make available the operational flight plan according to the instructions and data provided by the Carrier.			4.7 FLIGHT OPERATIONS - Post-flight Activities
			THC		4.7.1 Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned, whether governmental or the Carrier's
THC	4.4.4	a) Prepare b) Request c) Sign d) File e) Monitor		X	4.8 FLIGHT OPERATIONS - En-route Re-dispatch
X		1) the Air Traffic Services ("ATS") Flight Plan			4.8.1 Analyse meteorological information and the operational flight conditions for re-dispatch, calculate and plan according to the data provided by the aircraft en-route and inform the pilot-in-command about the results.
THC		2) The Carrier's slot time allocation with the appropriate ATS			4.9 FLIGHT OPERATIONS - Crew Administration
SS	4.4.5	Provide the crew with the required briefing.		SS	4.9.1 Distribute relevant crew schedule information provided by the Carrier to all parties concerned.
SS	4.4.6	a) Prepare b) Sign c) Deliver 1) the fuel order 2) the fuel distribution form		SS	4.9.2 Arrange hotel accommodation for crew layover a) scheduled b) non-scheduled
THC	4.4.7	Hand out flight operation forms and obtain signature of the pilot-in-command, where applicable.		SS	4.9.3 a) Provide or b) Arrange for crew transportation
THC	4.4.8	Provide ground handling party(ies) with the required weight and fuel data		SS	4.9.4 Direct crews through airport facilities
	4.5	FLIGHT OPERATIONS - Flight Preparation at a Point Different from the Airport of Departure		X	4.9.5 Liaise with hotel(s) on crew call and pick-up timings.
X	4.5.1	Arrange for the provision of the meteorological documents and aeronautical information			4.9.6 a) Prepare crew allowance forms b) Pay crew allowances
X	4.5.2	Analyse the operational conditions and a) prepare b) request c) sign the flight plan.		X	4.9.7 Inform the designated Carrier representative of any crew indisposition or potential absence.
X	4.5.3	Send to the Carrier or its representative at the airport of departure a) the operational flight plan, b) the ATS Flight Plan, c) information for crew briefing			
					SECTION 5 – CARGO AND MAIL SERVICES
					5.1 Cargo and Mail Handling - General
				SS	5.1.1 a) Provide or b) Arrange warehouse handling and storage facilities for 1) General Cargo, 2) Special Shipments, 3) Specialised Cargo Products 4) Mail

				b) storage space c) other facilities
	5.6 Transfer/Transit Cargo			
SS	5.6.1	Identify transfer/transit cargo		
SS	5.6.2	Prepare transfer manifests for cargo to be transported by another carrier	ISF	6.2
SS	5.6.3	a) Provide or b) Arrange for transport to the receiving Carrier's warehouse under cover of Transfer Manifest 1) on airport 2) off airport	THC	6.2.1
X				a) Provide or b) Arrange for and c) Operate equipment to enable access to 1) Carrier's system (as far as trained staff is available) 2) Handling Company's system 3) other system (as far as trained staff is available)
SS	5.6.4	Accept/prepare a) transfer cargo b) transit cargo for onward carriage.	SS THC SS	6.2.2
	5.7 Post Office Mail			Access the following functions in a) Carrier's system b) Handling Company's system c) other system for 1) Training programmes 2) Passenger reservations and sales 3) Passenger service 4) Baggage reconciliation 5) Baggage tracing 6) Operation, weight and balance and load control 7) Cargo reservations and sales 8) Cargo handling 9) Maintenance 10) Other functions
SS	5.7.1	Check incoming mail against Post Office mail documents	X	6.2.3
X	5.7.2	In case of missing documentation, issue substitutes	X	Manage Automated Check-in device(s) and a) Provide or b) Arrange 1) Stock control 2) Stock replenishment 3) Hosting 4) Routine maintenance 5) Servicing and repair 6) Other, as specified*
SS X	5.7.3	Deliver inbound mail to a) on airport postal facility b) off airport postal facility together with Post Office mail documents, against receipt from postal authorities.	X	
SS X	5.7.4	Pickup outgoing mail from Postal Facility a) on airport b) off airport	SS	
SS	5.7.5	Check outgoing mail from postal authorities against mail documents. Give receipt of acceptance of mail to postal authorities.	X X	
X	5.7.6	Handle and check transfer mail against accompanying mail documents.		6.3 Unit Load Device (ULD) Control
SS	5.7.7	Prepare or Arrange for a) bulk mail b) ULD's For delivery onto flights.	RHC	6.3.1
SS	5.7.8	Establish the weight of a) Bulk mail b) built-up ULD's and provide the load control unit with deadload weights.	X	6.3.2
SS	5.7.9	Distribute incoming and/or outgoing post office mail documents		Take action to prevent damage, theft or unauthorised use of the Carrier's ULD's in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss
SS	5.7.10	Handle lost, found and damaged mail and report all irregularities to the Carrier and postal authorities.	THC	6.3.3
	SECTION 6 – SUPPORT SERVICES			a) Take physical inventory of ULD stock and maintain records. b) Compile and dispatch ULD control messages (UCM)
	6.1 Accommodation			6.3.4
Rent	6.1.1	Provide facilities for the Carrier's representative(s). a) office space	THC	6.3.5
				Prepare ULD exchange control (LUC) documentation for all transfers of ULDs as specified*
				Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.

6.4 Fuel Farm (Depot)		SECTION 7 - SECURITY	
THC	6.4.1 Liaise with fuel farm suppliers		
X	6.4.2 a) Inspect the Carrier's fuel farm product deliveries for contamination, prior to storage. Notify the Carrier of results b) Inspect fuel farm storage and/or appliances. Notify the Carrier of results.		
6.5 Ramp Fuelling/Defuelling Operations			
THC	6.5.1 Liaise with ramp fuel suppliers <i>The following points (6.5.2 to 6.5.9) are handled by the local ramp fuel supplier</i>	X	7.1.1 a) Provide or b) Arrange for 1) matching of passengers against established profiles 2) security questioning
X	6.5.2 Inspect fuel vehicles and/or appliances for contamination. Perform water detection checks.	SC	7.1.2 a) Provide or b) Arrange for 1) screening of checked baggage 2) screening of transfer baggage 3) screening of mishandled baggage 4) physical examination of checked, transfer and mishandled baggage 5) identification of security cleared baggage
X	6.5.3 Supervise fuelling/defuelling operations.		
X	6.5.4 Prepare aircraft for fuelling/defueling.		
X	6.5.5 Drain water from aircraft fuel tanks.		
X	6.5.6 a) Provide or b) Arrange for approved fuelling/defuelling equipment	SC	7.1.3 a) Provide or b) Arrange for 1) screening of passengers 2) screening of cabin/unchecked baggage 3) physical examination of passengers and cabin/unchecked baggage
X	6.5.7 Fuel/defuel aircraft with quantities of products requested by the Carrier's designated representative		
X	6.5.8 Check and verify the delivered fuel quantity		
X	6.5.9 Deliver the completed fuel order to the Carrier's designated representative.	THC	7.1.4 a) Provide or b) Arrange for 1) identification of passengers prior to boarding 2) reconciliation of boarded passengers with their baggage 3) positive baggage identification by passengers 4) offloading of baggage of passengers who fail to board the aircraft
6.6 Surface Transport		THC	
X	6.6.1 a) Provide or b) Arrange for the transport of 1) passengers 2) baggage 3) cargo and/or mail 4) empty ULDs 5) others between a) airport and town terminal b) airport and other agreed points c) separate terminals at the same airport	SS SS SS	7.2 Cargo and Post Office Mail 7.2.1 a) Provide or b) Arrange for 1) control of access to the cargo facilities 2) screening of cargo and/or mail 3) physical examination of cargo 4) holding of cargo and/or mail for variable periods 5) secure storage of cargo and/or mail 6) decompression/pressure chamber
THC	6.6.2 Make all necessary arrangements for special transport within the limit of local possibilities.	X	
6.7 Catering Services - Liaison and Administration		7.3 Catering	
THC	6.7.1 Liaise with the Carrier's catering supplier.		<i>The following point is handled by the local catering company</i>
SS	6.7.2 Handle requisitions made by the Carrier's authorised representative.	X	7.3.1 a) Provide or b) Arrange for 1) control of access to the catering unit 2) security supervision during food preparation 3) security check of catering uplifts

	4) sealing of food and/or bar trolleys/containers		THC	8.2.1	Liaise with suppliers.
	5) physical examination of catering vehicles prior to loading		X	8.2.2	a) Perform or b) Supervise replenishing operations
	7.4 Aircraft		X	8.2.3	a) Provide or b) Arrange for and c) Operate special replenishing equipment
SS	7.4.1 a) Provide or b) Arrange for control of access to		X	8.2.4	Wipe excess oil from engine nacelles
SC	1) aircraft 2) designated areas			8.3 Non-routine Services	
X	7.4.2 a) Provide or b) Arrange for		X	8.3.1	Rectify defects entered in the aircraft log as reported by the crew or revealed during the inspection, to the extent requested by the Carrier. However, major repairs must be separately agreed upon between the Parties
SS	1) search of aircraft				
SS	2) guarding of aircraft				
SC	3) guarding of designated areas				
X	4) security of baggage in the baggage make-up area				
	5) sealing of aircraft		X	8.3.2	Enter in aircraft log and sign for the action Taken
SS	7.4.3 a) Provide or b) Arrange for security personnel		X	8.3.3	Report technical irregularities and actions taken to the Carrier's maintenance base.
	1) to safeguard all Loads during the transport between aircraft and designated locations		X	8.3.4	a) Provide or b) Arrange for engineering facilities, tools and special equipment to the extent available.
	2) during offloading and loading of aircraft				
	7.5 Additional Security Services		X	8.3.5	Move aircraft under its own power
SS	7.5.1 a) Provide or b) Arrange for additional security services			8.4 Material Handling	
			X	8.4.1	a) Obtain customs clearance for b) Administer the Carrier's spare parts, power plant and/or equipment
	SECTION 8 - AIRCRAFT MAINTENANCE		X	8.4.2	Provide periodic inspection of the Carrier's spare parts and/or spare power plant
	8.1 Routine Services				
X	8.1.1 Maintain the Carrier's technical manuals, handbooks, catalogues.		X	8.4.3	Provide suitable storage space for the Carrier's spare parts and/or equipment
X	8.1.2 Perform line inspection in accordance with Carrier's current instructions.		X	8.4.4	Provide suitable storage space for the Carrier's spare power plant
X	8.1.3 Enter in the aircraft log and sign for the performance of line inspection			8.5 Parking and Hangar Space	
X	8.1.4 Enter remarks in aircraft log regarding defects observed during the inspection		PF	8.5.1	a) Provide or b) Arrange for
X	8.1.5 Provide personnel to assist the flight crew or ground staff in the performance of their tasks.		HC		1) parking space 2) hangar space
	8.2 Replenishing of oils and fluids				